



U.S. General Services Administration

**GENERAL SERVICES ADMINISTRATION**

**Federal Acquisition Service**

*Authorized Federal Supply Schedule Price List*

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage! a menu-driven database system. The INTERNET address for GSA Advantage! is:  
GSAAdvantage.gov.

**Schedule Title:**  
**Temporary Administrative and Professional Staffing  
(TAPS)**

**TERMS AND CONDITIONS**

**Federal Supply Group: 736**  
**Contract No.: GS-07F-0060N**  
**10/1/1997 – 9/30/2022**

**Current Contract Period: October 1, 2002 – September 30, 2022**

**Business Size: Small Business**



**309 Ebenezer Road**  
**Knoxville, TN 37923**  
**[www.concordps.com](http://www.concordps.com)**

Prices Shown Herein are Net (Discount Deducted)  
For more information on ordering from Federal Supply Schedules,  
click on the FSS Schedules button at [fss.gsa.gov](http://fss.gsa.gov)

## **CUSTOMER INFORMATION**

- 1a. Awarded Special Item Number(s):** SINs 736-1, Administrative Support and Clerical Occupations; 736-2, Automatic Data Processing Occupations; 736-3, General Services and Support; 736-4, Information and Arts Occupations; 736-5, Technical and Professional Occupations.
- 1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract:** See Below
- 1c. Description of corresponding commercial job titles, experience, functional responsibility, and education for those types of employees:** See descriptions in subsequent page(s).
- 2. Maximum Order:** No Maximum. \$100,000 (per SIN) \*If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contractor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.
- 3. Minimum Order:** \$300
- 4. Geographic Coverage (Delivery Area):** Nationwide.
- 5. Point(s) of production (city, county, and State or foreign country):** Knoxville, TN
- 6. Discount from list prices or statement of net price:** Prices shown herein are net prices.
- 7. Quantity discounts:** None.
- 8. Prompt payment terms:** Net 30
- 9a. Government purchase cards are accepted up to the micro-purchase threshold:** Yes.
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micropurchase threshold:** Yes
- 10. Foreign items (list items by country of origin):** N/A
- 11a. Time of Delivery:** 30 Days ARO from start of services or as negotiated with ordering office.
- 11b. Expedited Delivery:** Contact Contractor for expedited delivery.
- 11c. Overnight and 2-day delivery:** Contact the Contractor for rates for overnight and 2-day delivery.
- 11d. Urgent Requirements:** Contact the Contractor to effect a faster delivery.
- 12. F.O.B. Point(s):** Destination.
- 13a. Ordering address:** 309 Ebenezer Road, Knoxville, TN 37923
- 13b. Ordering procedures:** For services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA can be found at the GSA/FSS Schedule homepage ([fss.gsa.gov/schedules](http://fss.gsa.gov/schedules)).
- 14. Payment address:** Same as company's address (see front page).
- 15. Warranty provision:** N/A.
- 16. Export packing charges, if applicable:** N/A.
- 17. Terms and conditions of Government purchase card acceptance (any thresholds above the micropurchase level):** Contact Contractor.
- 18. Terms and conditions of rental:** N/A.
- 19. Terms and conditions of installation:** N/A.
- 20. Terms and conditions of repair parts:** N/A.
- 20a. Terms and conditions for any other services:** N/A.
- 21. List of service and distribution points:** N/A.
- 22. List of participating dealers:** N/A.
- 23. Preventive maintenance:** N/A.
- 24a. Special attributes:** N/A.
- 24b. Section 508:** N/A.
- 25. Data Universal Number System (DUNS) number:** 12-042-4978
- 26. Notification regarding registration in Central Contractor Registration (CCR) database:** Registered; CAGE Code: 1NZR5

## About Concord,

Concord Professional Services, Inc. (Concord) is a nationwide human resources firm that focuses on supporting federal and state government agencies and their prime contractors in small project and temporary and non-temporary, non-personal staff augmentation support service requirements.

Concord has provided our services to over 140 federal agencies in 46 States and six foreign countries during our years of operation supplying and supporting over **1,500 contracted employees** in a variety of positions of Professional, Technical and Administrative requirements for the federal government.

Concord holds two GSA Federal Supply Schedules:

- **736 – Temporary Administrative and Professional Support (TAPS),**  
GS-07F-0060N, SINs 1,2,3,4,5. – Scheduled to run through 9/30/2017
- **874 – Mission Oriented Business Integrated Services (MOBIS)**  
GS-10F-0346P, SINs 1,2,3. – Scheduled to run through 9/30/2024

We have also worked closely with three Cooperative Administrative Support Units (CASU) programs, Rocky Mountain Regional, Mid-America and Mid-Atlantic, housed by DHHS. These government programs have provided Concord the opportunity to support a broad range of non-temporary professional and technical support for Federal agencies through competitively bid task order award, supported by GSA schedules.

Concord repeatedly demonstrated the ability to enter new business environments, rapidly assess and understand customer needs, and solve problems for a diverse array of issues, agencies, and geographic locations. We quickly established a reputation for excellence and customer satisfaction in managing contract demands for a sizeable, diverse workforce in locations across the U.S. and overseas.

At the same time, our prior history and that of our senior staff include experience and demonstrated excellence performing senior-level technical consulting and program support services to both government and major national commercial firms in several different industries. We believe this combination of technical expertise in government program management, organization, and business improvement services combined with the depth and breadth of experience in government contracting and familiarity with the contracting agency and agency location provides a unique and extraordinarily valuable resource to any supported agency.

## Our Supported SINs

736 1 **ADMINISTRATIVE SUPPORT AND CLERICAL OCCUPATIONS (with and/or without security clearances, i.e. Secret, Top Secret, and Top Secret SCI, etc.):** This SIN is set aside for small business concerns only - Including, but not limited to, the following occupational categories: Administrative Clerk, Accounting Clerk I-IV, Audit Clerk, Court Reporter, Motor Vehicle Dispatcher, Document Preparation Clerk, Messenger (Courier), Duplicating Machine Operator, Film/Tape Librarian, General Clerk I-IV, Housing Referral Assistant, Key Entry Operator I-II, Order Clerk I-II, Personnel Assistant (Employment) I-IV, Production Control Clerk, Rental Clerk, Secretary I-V (Clerical, Medical, Executive, Legal), Service Order Dispatcher, Stenographer I-II, Supply Technician, Switchboard Operator-Receptionist, Test Examiner, Test Proctor, Travel Clerk I-III, Word Processor I-III, Maintenance Scheduler, Survey Worker (Interviewer), Transcribing Machine Operator (Legal/Medical).

- 736 2 **AUTOMATIC DATA PROCESSING OCCUPATIONS** (with and/or without security clearances, i.e. Secret, Top Secret, and Top Secret SCI): This SIN is set aside for small business concerns only - Including, but not limited to the following occupational categories: Computer Operator I-V, Computer Programmer I-IV, Computer Systems Analyst I-III, Help Desk Technician, Peripheral Equipment Operator, Personal Computer Support Technician.
- 736 3 **GENERAL SERVICES AND SUPPORT** (with and/or without security clearances, i.e. Secret, Top Secret, and Top Secret SCI): This SIN is set aside for small business concerns only – FOOD PREP AND SERVICE OCCUPATIONS, including but not limited to the following occupational categories: Baker, Cook I and II, Dishwasher, Food Service Worker, Meat Cutter, Waiter/Waitress  
MATERIALS HANDLING AND PACKING OCCUPATIONS, including but not limited to the following occupational categories: Forklift Operator, Janitor, Laborer, Grounds Maintenance, Logistics Management Specialist, Material Coordinator, Material Handling Laborer, Order Filler, Shipping/Receiving Clerk, Shipping Packer, Store Worker I, Stock Clerk (Shelf Stocker; Store Worker II), Tools and Parts Attendant, Warehouse Specialist  
MECHANICS AND MAINTENANCE AND REPAIR OCCUPATIONS, including, but not limited to the following occupational categories: Electrician, Maintenance, Electronics Technician, Maintenance I-III, General Maintenance Worker, Laborer, Machinery Maintenance Mechanic, Machinist, Maintenance Trades Helper, Pipefitter, Plumber.  
HEALTH OCCUPATIONS, Medical Record Clerk, Medical Record Technician, Medical Transcriptionist, Scheduler
- 736 4 **INFORMATION AND ARTS OCCUPATIONS, INCLUDING MISCELLANEOUS OCCUPATIONS** (with and/or without security clearances, i.e. Secret, Top Secret, and Top Secret SCI): This SIN is set aside for small business concerns only - Including, but not limited to, the following occupational categories: Exhibits Specialist I-III, Librarian-IT Systems Administrator, Illustrator I-II, Librarian, Library Technician, Media Specialist I-III, Photographer I-V, Public Affairs Officer, Technical Instructor, Test Proctor, Video Teleconference Technician
- 736 5 **TECHNICAL AND PROFESSIONAL OCCUPATIONS** (with and/or without security clearances, i.e. Secret, Top Secret, and Top Secret SCI): This SIN is set aside for small business concerns only - Including, but not limited to, the following occupational categories: Program and Project Management Support, Engineering Support, Accounting Support, Analyst Support, Audit Support, Quality Assurance Support, IT/Network Support, Technical/Procedure Writing Support, Contracting Support (Contract Specialist, Contract Administrator), Paralegal/Legal Support, Technician Support

### **Contact Information for Contract Administration**

**Primary Contact:**

Geoff Haas  
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309 Ebenezer Road  
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**Secondary Contact:**

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Fax: 865-690-1454

## **Explanation of Rates**

Effective December 1, 2016, Concord has adjusted their rate structure for Schedule 736 in accordance with most recent GSA guidance to use a single Wage Determination location to support cost structure for all coverage. Our Matrix below is based on Wage Determination No. 2015-5637 Rev. 2, 12/29/2015. All rates for all locations (Nationwide coverage) are NTE the rate structure provided below. Discounts for all Skill Categories offered are dependent upon geographical location.

Descriptions for each Skill Category offered can be found by following this link:

<https://concordps.com/>

## SIN 736-1 – Administrative Support and Clerical Occupations

Occupation Code	Occupation Title	Total GSA Bill Rate
<b>SIN 736-1 - Administrative Support and Clerical Occupations</b>		
01011	Accounting Clerk I	<b>\$32.43</b>
01012	Accounting Clerk II	<b>\$35.78</b>
01013	Accounting Clerk III	<b>\$39.41</b>
01020	Administrative Assistant	<b>\$52.88</b>
01035	Court Reporter	<b>\$49.57</b>
01051	Data Entry Operator I	<b>\$28.42</b>
01052	Data Entry Operator II	<b>\$30.55</b>
01060	Dispatcher, Motor Vehicle	<b>\$47.28</b>
01070	Document Preparation Clerk	<b>\$27.63</b>
01090	Duplicating Machine Operator	<b>\$27.63</b>
01111	General Clerk I	<b>\$28.15</b>
01112	General Clerk II	<b>\$30.23</b>
01113	General Clerk III	<b>\$33.53</b>
01120	Housing Referral Assistant	<b>\$46.84</b>
01141	Messenger/Courier	<b>\$25.73</b>
01191	Order Clerk I	<b>\$31.38</b>
01192	Order Clerk II	<b>\$33.78</b>
01261	Personnel Assistant (Employment) I	<b>\$34.15</b>
01262	Personnel Assistant (Employment) II	<b>\$37.58</b>
01263	Personnel Assistant (Employment) III	<b>\$41.30</b>
01270	Production Control Clerk	<b>\$45.71</b>
01290	Rental Clerk	<b>\$33.28</b>
01300	Scheduler, Maintenance	<b>\$38.60</b>
01311	Secretary I	<b>\$38.60</b>
01312	Secretary II	<b>\$42.55</b>
01313	Secretary III	<b>\$46.84</b>
01320	Service Order Dispatcher	<b>\$46.61</b>
01410	Supply Technician	<b>\$52.88</b>
01420	Survey Worker	<b>\$38.15</b>
01460	Switchboard Operator/Receptionist	<b>\$30.08</b>
01531	Travel Clerk I	<b>\$27.48</b>
01532	Travel Clerk II	<b>\$30.26</b>
01533	Travel Clerk III	<b>\$33.43</b>
01611	Word Processor I	<b>\$35.21</b>
01612	Word Processor II	<b>\$38.89</b>
01613	Word Processor III	<b>\$42.90</b>

## SIN 736-2 – Automatic Data Processing Occupations

Occupation Code	Occupation Title	NTE GSA Bill Rate
<b>736-2 - Automatic Data Processing Occupations</b>		
14041	Computer Operator I	\$33.82
14042	Computer Operator II	\$37.25
14043	Computer Operator III	\$40.87
14044	Computer Operator IV	\$44.83
14045	Computer Operator V	\$49.08
14071	Computer Programmer I	\$45.12
14072	Computer Programmer II	\$51.77
14073	Computer Programmer III	\$63.41
14074	Computer Programmer IV	\$77.92
14101	Computer Systems Analyst I	\$45.12
14102	Computer Systems Analyst II	\$60.76
14103	Computer Systems Analyst III	\$88.49
14150	Peripheral Equipment Operator	\$33.82
14160	Personal Computer Support Technician	\$44.83

## SIN 736-3 – General Services and Support

Occupation Code	Occupation Title	Total GSA Bill Rate
<b>736-3 - General Services and Support</b>		
07010	Baker	\$31.57
07041	Cook I	\$29.93
07042	Cook II	\$34.20
07070	Dishwasher	\$23.20
07130	Food Service Worker	\$23.20
07210	Meat Cutter	\$32.56
07260	Waiter/Waitress	\$24.72
11090	Gardener	\$39.57
11122	Housekeeping Aide	\$26.73
11150	Janitor	\$26.73
11210	Laborer, Grounds Maintenance	\$31.64
11240	Maid or Houseman	\$25.56
11270	Tractor Operator	\$36.38
12160	Medical Record Clerk	\$37.48
12190	Medical Record Technician	\$41.32
12195	Medical Transcriptionist	\$37.86
12317	Scheduler (Drug and Alcohol)	\$54.33
16030	Counter Attendant	\$22.26
16040	Dry Cleaner	\$27.35

19010	Machine-Tool Operator	<b>\$41.49</b>
19040	Tool and Die Maker	<b>\$48.01</b>
21020	Forklift Operator	<b>\$33.47</b>
21030	Material Coordinator	<b>\$45.71</b>
21040	Material Expediter	<b>\$45.71</b>
21050	Material Handling Laborer	<b>\$29.34</b>
21071	Order Filler	<b>\$27.75</b>
21080	Production Line Worker (Food Processing)	<b>\$33.47</b>
21110	Shipping Packer	<b>\$30.91</b>
21130	Shipping/Receiving Clerk	<b>\$30.91</b>
21140	Store Worker I	<b>\$26.66</b>
21150	Stock Clerk	<b>\$34.73</b>
21210	Tools and Parts Attendant	<b>\$33.47</b>
21410	Warehouse Specialist	<b>\$33.47</b>
23021	Aircraft Mechanic I	<b>\$51.30</b>
23022	Aircraft Mechanic II	<b>\$53.67</b>
23023	Aircraft Mechanic III	<b>\$55.71</b>
23040	Aircraft Mechanic Helper	<b>\$38.89</b>
23060	Aircraft Servicer	<b>\$44.21</b>
23080	Aircraft Worker	<b>\$46.60</b>
23110	Appliance Mechanic	<b>\$38.20</b>
23130	Carpenter, Maintenance	<b>\$46.65</b>
23160	Electrician, Maintenance	<b>\$64.31</b>
23181	Electronics Technician, Maintenance I	<b>\$49.31</b>
23182	Electronics Technician, Maintenance II	<b>\$51.82</b>
23183	Electronics Technician, Maintenance III	<b>\$54.33</b>
23290	Fire Alarm System Mechanic	<b>\$43.85</b>
23311	Fuel Distribution System Mechanic	<b>\$52.25</b>
23370	General Maintenance Worker	<b>\$40.35</b>
23410	Heating, Ventilation and Air Conditioning Mechanic	<b>\$47.77</b>
23430	Heavy Equipment Mechanic	<b>\$51.95</b>
23440	Heavy Equipment Operator	<b>\$57.92</b>
23460	Instrument Mechanic	<b>\$52.25</b>
23470	Laborer	<b>\$28.33</b>
23510	Locksmith	<b>\$39.88</b>
23530	Machinery Maintenance Mechanic	<b>\$50.13</b>
23550	Machinist, Maintenance	<b>\$47.91</b>
23580	Maintenance Trades Helper	<b>\$29.76</b>
23640	Millwright	<b>\$52.25</b>
23790	Pipefitter, Maintenance	<b>\$55.48</b>
23810	Plumber, Maintenance	<b>\$54.94</b>
23820	Pneudraulic Systems Mechanic	<b>\$52.04</b>
23850	Rigger	<b>\$47.26</b>
23870	Scale Mechanic	<b>\$54.59</b>
23890	Sheet-Metal Worker, Maintenance	<b>\$54.59</b>
23931	Telecommunications Mechanic I	<b>\$49.89</b>
23932	Telecommunications Mechanic II	<b>\$52.17</b>
23960	Welder, Combination, Maintenance	<b>\$40.74</b>



25210	Water Treatment Plant Operator	\$57.28
28310	Lifeguard	\$25.20
28515	Recreation Specialist	\$38.60
29041	Stevedore I	\$48.78
29042	Stevedore II	\$54.07
99030	Cashier	\$24.47
99050	Desk Clerk	\$25.84
99251	Laboratory Animal Caretaker I	\$27.92
99252	Laboratory Animal Caretaker II	\$29.77
99410	Pest Controller	\$34.30
99730	Refuse Collector	\$37.93
99810	Sales Clerk	\$27.63
99831	Surveying Aide	\$42.55
99832	Surveying Technician	\$49.27

### **SIN 736-4 – Information and Arts Occupations, Misc.**

<b>Occupation Code</b>	<b>Occupation Title</b>	<b>Total GSA Bill Rate</b>
<b>736-4 - Information and Arts Occupations, Including Miscellaneous Occupations</b>		
13011	Exhibits Specialist I	\$42.28
13012	Exhibits Specialist II	\$51.13
13013	Exhibits Specialist III	\$61.32
13041	Illustrator I	\$43.45
13042	Illustrator II	\$52.56
13043	Illustrator III	\$63.15
13047	Librarian	\$60.78
13050	Librarian Aide/Clerk	\$35.26
13054	Librarian, Information Technology Systems Administrator	\$54.55
13058	Library Technician	\$42.82
13061	Media Specialist I	\$40.82
13062	Media Specialist II	\$45.07
13063	Media Specialist III	\$49.63
13071	Photographer I	\$37.61
13072	Photographer II	\$41.45
13073	Photographer III	\$50.05
13074	Photographer IV	\$60.11
13075	Photographer V	\$71.61
13110	Video Teleconference Technician	\$42.23
15050	Computer-Based Training Instructor	\$58.60
15060	Educational Technologist	\$51.50
15080	Graphic Artist	\$55.68
15090	Technical Instructor	\$47.67
15095	Technical Instructor/Course Developer	\$57.13
15110	Test Proctor	\$39.49

## SIN 736-5 – Technical and Professional Occupations

Occupation Code	Occupation Title	NTE GSA Bill Rate
<b>736-5 - Technical and Professional Occupations - Technical Positions</b>		
Professional	Accountant I	<b>\$54.89</b>
Professional	Accountant II	<b>\$65.37</b>
Professional	Accountant III	<b>\$96.68</b>
Professional	Accounting Technician	<b>\$52.33</b>
Professional	Analyst I	<b>\$60.92</b>
Professional	Analyst II	<b>\$73.23</b>
Professional	Analyst III	<b>\$90.34</b>
30021	Archeological Technician I	<b>\$41.11</b>
30022	Archeological Technician II	<b>\$45.35</b>
30023	Archeological Technician III	<b>\$54.94</b>
Professional	Auditor I	<b>\$52.83</b>
Professional	Auditor II	<b>\$60.65</b>
Professional	Auditor III	<b>\$77.38</b>
Professional	Biomedical Equipment Technician	<b>\$65.33</b>
30030	Cartographic Technician	<b>\$54.94</b>
30040	Civil Engineering Technician	<b>\$55.52</b>
Professional	Contract Administrator	<b>\$61.17</b>
Professional	Contract Administrator, Senior	<b>\$89.95</b>
Professional	Contract Specialist	<b>\$61.93</b>
30061	Drafter/CAD Operator I	<b>\$41.11</b>
30062	Drafter/CAD Operator II	<b>\$45.35</b>
30063	Drafter/CAD Operator III	<b>\$49.96</b>
30064	Drafter/CAD Operator IV	<b>\$60.28</b>
Professional	Engineer I	<b>\$57.73</b>
Professional	Engineer II	<b>\$81.08</b>
Professional	Engineer III	<b>\$110.77</b>
30081	Engineering Technician I	<b>\$32.50</b>
30082	Engineering Technician II	<b>\$35.86</b>
30083	Engineering Technician III	<b>\$39.49</b>
30084	Engineering Technician IV	<b>\$47.67</b>
30085	Engineering Technician V	<b>\$57.17</b>
30086	Engineering Technician VI	<b>\$68.03</b>
30090	Environmental Technician	<b>\$44.94</b>
Professional	Information Technology (IT) Engineer I	<b>\$75.86</b>
Professional	Information Technology (IT) Engineer II	<b>\$88.64</b>
Professional	Information Technology (IT) Engineer III	<b>\$95.23</b>
30210	Laboratory Technician	<b>\$42.12</b>
30240	Mathematical Technician	<b>\$57.03</b>
30361	Paralegal/Legal Assistant I	<b>\$39.18</b>
30362	Paralegal/Legal Assistant II	<b>\$47.28</b>
30363	Paralegal/Legal Assistant III	<b>\$56.70</b>
30364	Paralegal/Legal Assistant IV	<b>\$67.44</b>
30390	Photo-Optics Technician	<b>\$57.03</b>

Professional	Program Manager	<b>\$115.21</b>
Professional	Project Manager I	<b>\$66.12</b>
Professional	Project Manager II	<b>\$85.53</b>
Professional	Project Manager III	<b>\$118.69</b>
Professional	Quality Assurance Specialist I	<b>\$59.12</b>
Professional	Quality Assurance Specialist II	<b>\$70.68</b>
Professional	Quality Assurance Specialist III	<b>\$85.83</b>
Professional	Scientist I	<b>\$54.36</b>
Professional	Scientist II	<b>\$76.12</b>
Professional	Scientist III	<b>\$121.28</b>
Professional	Scientist IV	<b>\$139.53</b>
30461	Technical Writer I	<b>\$42.81</b>
30462	Technical Writer II	<b>\$51.02</b>
30463	Technical Writer III	<b>\$60.52</b>
Professional	Technical Writer, Senior	<b>\$98.84</b>



## Job Descriptions by SIN/Category

### [SIN - 736-1: Administrative Support and Clerical Occupations](#)

#### **Skill Classification: Accounting Clerk I**

**Job Description:** Performs very simple and routine accounting clerical operations, for example, recognizing and comparing easily identified numbers and codes on similar and repetitive accounting documents, verifying mathematical accuracy, and identifying discrepancies and bringing them to the supervisor's attention. Supervisor gives clear and detailed instructions for specific assignments. Employee refers to supervisor all matters not covered by instructions.

#### **Skill Classification: Accounting Clerk II**

**Job Description:** Performs one or more routine accounting clerical operations, such as: examining, verifying, and correcting accounting transactions to insure completeness and accuracy of data and proper identification of accounts, and checking that expenditures will not exceed obligations in specified accounts; totaling, balancing, and reconciling collection vouchers; posting data to transaction sheets where employee identifies proper accounts and items to be posted; and coding documentation accordance with a chart (listing) of accounts. Employee follows specific and detailed accounting procedures. Completed work is reviewed for accuracy and compliance with procedures.

#### **Skill Classification: Accounting Clerk III**

**Job Description:** Performs routine accounting activities such as maintenance of the general ledger, preparation of various accounting statements and financial reports and accounts payable or receivable functions. Requires a high school diploma or its equivalent and at least 5 years of related experience. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Works under general supervision. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected.

**Skill Classification: Administrative Assistant**

**Job Description:** In addition to secretarial duties (filing, taking phone calls, scheduling appointments, making travel arrangements), this position will provide administrative support to executive staff with office management responsibilities to include budgeting, personnel records and payroll. The Administrative Assistant may be required to work independently on projects requiring research and preparation of briefing charts and other presentation materials.

**Skill Classification: Court Reporter**

**Job Description:** This position records examination, testimony, judicial opinions, judge's charge to jury, judgment or sentence of court, or other proceedings in a court of law by manual or machine shorthand. The Court Reporter reads portions of transcript during trial at the judge's request, and asks speakers to clarify inaudible statements. The Court Reporter transcribes recorded material using a typewriter, or dictates material into a recording machine.

**Skill Classification: Data Entry Operator I**

**Job Description:** Work requires the application of experience and judgment in selecting procedures to be followed and in searching for, interpreting, selecting, or coding items to be entered from a variety of source documents. Operates a data entry device to input lists, records, or other data points into an electronic format. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected.

**Skill Classification: Data Entry Operator II**

**Job Description:** Work requires the application of experience and judgment in selecting procedures to be followed and in searching for, interpreting, selecting, or coding items to be entered from a variety of source documents. Operates a data entry device to input lists, records, or other data points into an electronic format. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected.

**Skill Classification: Dispatcher, Motor Vehicle**

**Job Description:** This position is responsible for the assignment of motor vehicles and drivers for conveyance of freight or passengers, and compiles lists of available vehicles. The assignment of vehicles is determined by factors such as length and purpose of trip, freight or passenger requirements, and preference of user. Additional responsibilities include the issuance of keys, record sheets, and driver credentials. The Dispatcher records time of departure, destination, cargo, expected time of return and investigates overdue vehicles. The Dispatcher may confer with customers to expedite or locate missing, misrouted, delayed or damaged merchandise, maintain record of mileage, fuel used, repairs made, and other expenses.

**Skill Classification: Documentation Preparation Clerk**

**Job Description:** Prepares documents such as brochures, books, periodicals, catalogs, and pamphlets for copying or photocopying, photographic, and other reproducing office machine. Cuts documents into individual pages of standard

size and format when allowed by margin space, using paper cutter or razor knife. Reproduces document pages as necessary to improve clarity or to reduce one or more pages into single page of standard size for copying machine being used, using photocopying machine. Stamps standard symbols on pages or inserts instruction cards between pages of material to notify Duplicating Machine Operator of special handling, such as manual repositioning during copying procedure. Prepares cover sheet and document folder for material, and index card for organizations' files indicating information, such as organization's name and address, subject or product category, and index code to identify material. Inserts material to be copied in document folder, and files folder for processing according to index code and copying priority schedule.

**Skill Classification: Duplicating Machine Operator**

**Job Description:** Operates one or more photocopying, photographic, mimeograph and duplicating office machines to make copies of documents such as letters, reports, directives, manuals, articles and bulletins. Operates small binding machines. Performs clerical duties associated with the request for printing and photographic services. Prepares assembly sheets and printing requisitions with specifications for printing and binding. Keeps record of work, and delivers and picks up work. Performs minor repairs and preventive maintenance. Maintains an inventory of supplies and parts needed for reproduction equipment. Important variables may be indicated by trade name of machine operated.

**Skill Classification: General Clerk I**

**Job Description:** Follows a few clearly detailed procedures in performing simple repetitive tasks in the same sequence, such as filing pre-coded documents in a chronological file or operating office equipment, e.g., mimeograph, photocopy, addressograph or mailing machine.

**Skill Classification: General Clerk II**

**Job Description:** Follows a number of specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence, such as coding and filing documents in an extensive alphabetical file, simple posting to individual accounts, opening mail, running mail through metering machines, and calculating and posting charges to departmental accounts. Little or no subject-matter knowledge is required, but the clerk needs to choose the proper procedure for each task.

**Skill Classification: General Clerk III**

**Job Description:** Work requires a familiarity with the terminology of the office unit. Selects appropriate methods from a wide variety of procedures or makes simple adaptations and interpretations of a limited number of substantive guides and manuals. The clerical steps often vary in type or sequence, depending on the task. Recognized problems are referred to others.

**Skill Classification: Housing Referral Assistant**

**Job Description:** This position provides housing information to an organization's employees moving to a new location. The Housing Referral Assistant will contact individuals or organizations such as landlords, real estate agents, mobile home dealers, trailer court managers and Chambers of Commerce by phone. May correspond to obtain listings of rental or sale properties, future housing prospects, and to develop a working relationship with the housing referral service. Job tasks include: compiling housing lists of rental property and properties for purchase. Periodically the Housing Referral Assistant communicates with contacts to update listings, ensures that property owners comply with the nondiscrimination policy, and counsels applicants with regard to special circumstances, e.g. medical or financial hardships, and availability of housing that will meet applicants' needs.

Job tasks include: providing information regarding community services, searches files, makes telephone calls and referrals, providing information regarding locations, owners, agents, price ranges, loans and other related information. The Housing Referral Assistant maintains daily records of office activities (including number of applicants, number of applicants placed, and agents solicited or listed), schedules appointments for housing inspectors, prepares reports as required, and replies to complaints, investigations and letters of inquiry.

**Skill Classification: Messenger Courier**

**Job Description:** Drives automobile or light truck to deliver messages, documents, packages and mail to various business concerns or governmental agencies. May transport office personnel and visitors, and perform miscellaneous errands, such as carrying mail to and from the post office and sorting or opening incoming and outgoing mail. May obtain receipts for articles delivered and keep a log of items received and delivered. May deliver items to offices and departments within an establishment.

**Skill Classification: Order Clerk I**

**Job Description:** This position handles orders involving items that have readily identified uses and applications. The Order Clerk I may refer to a catalog, manufacturer's manual or similar document to insure that the proper item is supplied or to verify the price of order. Works under supervision and does not exercise discretionary authority.

**Skill Classification: Order Clerk II**

**Job Description:** This position handles orders that involve making judgments such as choosing which specific product or material from the establishment's product lines will satisfy the customer's needs, or determining the price to be quoted when pricing involves more than merely referring to a price list or making some simple mathematical calculations. Can work under minimal supervision.

**Skill Classification: Personnel Assistant – Employment I**

**Job Description:** Performs routine tasks which require a knowledge of personnel procedures and rules, such as: providing simple employment information and

appropriate lists and forms to applicants or employees on types of jobs being filled, procedures to follow, and where to obtain additional information; ensuring that the proper forms are completed for name changes, locator information, applications, etc. and reviewing completed forms for signatures and proper entries; or maintaining personnel records, contacting appropriate sources to secure any missing items, and posting items such as dates of promotions, transfer, and hire, or rates of pay or personal data. If this information is computerized, outside inquiries for simple factual information, such as verification of dates of employment in response to telephone credit checks of employees. Some receptionist or other clerical duties may be performed. May be assigned work to provide training for a higher-level position. Detailed rules and procedures are available for all assignments. Guidance and assistance on unusual questions are available at all times. Work is spot checked, often on a daily basis

**Skill Classification: Personnel Assistant – Employment II**

**Job Description:** Examines and/or processes personnel action documents using experience in applying personnel procedures and policies. Ensures that information is complete and consistent and determines whether further discussion with applicants or employees is needed or whether personnel information must be checked against additional files or listings. Selects appropriate precedents, rules, or procedures from a number of alternatives. Responds to varied questions from applicants, employees, or managers for readily available information which can be obtained from file material or manuals; responses require skill to secure cooperation in correcting improperly completed personnel documents or to explain regulations and procedures. May provide information to managers on availability of applicants and status of hiring actions; may verify employment dates and places supplied on job applications; may maintain personnel records; and may administer typing and stenography test. Completes routine assignments independently. Detailed guidance is available for situations, which deviate from established precedents. Clerks/assistants are relied upon to alert higher-level clerks/assistants or supervisor to such situations. Work may be spot checked periodically.

**Skill Classification: Personnel Assistant – Employment III**

**Job Description:** Serves as a clerical expert in independently processing the most complicated types of personnel actions, e.g., temporary employment, rehires, and dismissals and in providing information when it is necessary to consolidate data from a number sources, often with short deadlines. Screens applications for obvious rejections. Resolves conflicts in computer listings or other sources of employee information. Locates lost documents or reconstructs information using a number of sources. May check references of applicants when information in addition to dates and places of past work is needed, and judgment is required to ask appropriate routine follow-up questions. May provide guidance to lower level clerks. Supervisory review is similar to level II. AND/OR Performs routine personnel assignments beyond the clerical level, such as: orienting new employees to programs, facilities, rules on time and attendance, and leave policies; computing basic statistical information for reports on manpower profiles, EEO progress and accomplishments, hiring activities, attendance and leave



profiles, turnover, etc., and screening applicants for well-defined positions, rejecting those who do not qualify for available openings for clear cut reasons, referring others to appropriate employment interviewer. Guidance is provided on possible sources of information, methods of work, and types of reports needed. Completed written work receives close technical review from higher-level personnel office employees; other work may be checked occasionally.

**Skill Classification: Production Control Clerk**

**Job Description:** Compiles and records production data for industrial establishments to compare records and reports on volume of production, consumption of material, quality control, and other aspects of production, performing any combination of the following duties: Compiles and records production data from such documents as customer orders, work tickets, product specifications, and individual worker production sheets, following prescribed recording procedures and using typewriter and other devices. Calculates such factors as types and quantities of items produced, materials used, amount of scrap, frequency of defects, and worker and department production rates, using adding machine or calculator. Writes production reports based on data compiled, tabulated and computed, following prescribed formats. Maintains files of documents used and prepared. Compiles from customer orders and other specifications detailed production sheets or work tickets for use by production workers as guides in assembly or manufacture of products. Prepares written work schedules based on established guidelines and priorities. Compiles material inventory records and prepares requisitions for procurement of materials and supplies. Charts production, using chart, graph, or pegboard, based on statistics compiled for reference by production and management personnel. Sorts and distributes work schedules based on established guidelines and priorities, compiles material inventory records and prepares requisitions for procurement of materials and supplies or material to workers. Provides the Units with scheduling data, status-to-date, and process controls, and forecasts completions and computations of various tasks on contract units.

**Skill Classification: Receptionist**

**Job Description:** This position greets visitors determines nature of visits and directs visitors to the appropriate persons. The Receptionist may also have other duties such as recording and transmitting messages, keeping records of calls placed and received, providing information to callers and visitors, making appointments, keeps a log of visitors and issues visitor passes. In this position, one may also work on computer and perform other routine clerical work that may occupy the major portion of the worker's time.

**Skill Classification: Rental Clerk**

**Job Description:** This position performs clerical duties concerned with rental and management of public housing projects answers telephone and responds to requests for maintenance, complaints, and rental information or, as appropriate, forwards calls to senior officials. The Rental Clerk receives rental payments and other income, assesses late charges, applies cancellation stamp required by government housing agency, writes receipts, and prepares rental transmittal

forms and collection logs for government accounting system. This Clerk receives security deposits and prepares tenant receipts, prepares bank deposits, maintains tenant files, and follows up on income re-certifications.

**Skill Classification: Scheduler, Maintenance**

**Job Description:** Schedules repairs and lubrication of motor vehicles for vehicle-maintenance concern or company automotive-service shop. Schedules vehicles for lubrication or repairs based on date of last lubrication and mileage traveled or urgency of repairs. Contacts garage to verify availability of facilities. Notifies parking garage workers to deliver specified vehicles. Maintains file of requests for services. High school diploma or its equivalent preferred. No prior experience required.

**Skill Classification: Secretary I**

**Job Description:** Carries out recurring office procedures independently. Selects the guideline or reference, which fits the specific case. Supervisor provides specific instructions on new assignments and checks completed work for accuracy. Responds to routine telephone requests, which have standard answers. Refers calls and visitors to appropriate staff. Controls mail and assures timely staff response; may send form letters. As instructed, maintains supervisor's calendar, makes appointments, and arranges for meeting rooms. Reviews materials prepared for supervisor's approval for typographical accuracy and proper format. Maintains recurring internal reports, such as time and leave records, office equipment listings, correspondence controls, and training plans. Requisitions supplies, printing, maintenance, or other services. Types, takes and transcribes dictation, and establishes and maintains office files.

**Skill Classification: Secretary II**

**Job Description:** Handles differing situations, problems, and deviations in the work of the office according to the supervisor's general instructions, priorities, duties, policies, and program goals. Supervisor may assist secretary with special assignments. Screens telephone calls, visitors, and incoming correspondence. Personally responds to requests for information concerning office procedures. Determines which requests should be handled by the supervisor, appropriate staff member or other offices. May prepare and sign routine, non-technical correspondence in own or supervisor's name; Schedules tentative appointments without prior clearance. Makes arrangements for conferences and meetings and assembles established background materials, as directed. May attend meetings and record and report on the proceedings. Reviews outgoing materials and correspondence for internal consistency and conformance with supervisor's procedures; assures that proper clearances have been obtained, when needed. Collects information from the files or staff for routine inquiries on office program(s) or periodic reports. Refers non-routine requests to supervisor or staff. Explains to subordinate staff supervisor's requirements concerning office procedures. Coordinates personnel and administrative forms for the office and forwards for processing.

**Skill Classification: Secretary III**

**Job Description:** Uses greater judgment and initiative to determine the approach or action to take in non-routine situations. Interprets and adapts guidelines, including unwritten policies, precedents, and practices, which are not always completely applicable to changing situations. Based on a knowledge of the supervisor's views, composes correspondence on own initiative about administrative matters and general office policies for supervisor's approval. Anticipates and prepares materials needed by the supervisor for conferences, correspondence, appointments, meetings, telephone calls, etc., and informs supervisor on matters to be considered. Read publications, regulations, and directives and takes action or refers those that are important to the supervisor and staff. Prepares special or one-time reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources such as reports, documents, correspondence, other offices, etc., under general directions. Advises secretaries in subordinate offices on new procedures. Requests information needed from the subordinate office(s) for periodic or special conferences, reports, inquiries, etc. Shifts clerical staff to accommodate workload needs.

**Skill Classification: Service Order Dispatcher**

**Job Description:** Receives, records, and distributes work orders to service crews upon customers' requests for service on articles or utilities purchased from wholesale or retail establishment or utility company. Records information, such as name, address, articles to be repaired, or service to be rendered. Prepares work order and distributes to service crew. Schedules service call and dispatches service crew. Calls or writes customer to insure satisfactory performance of service. Keeps record of service calls and work orders. May dispatch orders and relay messages and special instructions to mobile crews and other departments, using radio telephone equipment.

**Skill Classification: Supply Technician**

**Job Description:** Performs limited aspects of technical supply management work (e.g., inventory management, storage management, cataloging, property utilization) related to depot, local, or other supply activities. Work usually is segregated by commodity area or function, and controlled in terms of difficulty, complexity, or responsibility. Assignments usually relate to stable or standardized segments of technical supply management operations; or to functions or subjects that are narrow in scope or limited in difficulty. The work generally involves individual case problems or supply actions. This work may require consideration of program requirements, together with specific variations in or from standardized guidelines. Assignments require (a) a good working knowledge of the governing supply systems, programs, policies, nomenclature, work methods, manuals, or other established guidelines; (b) an understanding of the needs of the organization serviced; and (c) analytical ability to define or recognize the dimension of the problems involved, to collect the necessary data, to establish the facts, and to take or recommend action based upon application or interpretation of established guidelines.

**Skill Classification: Survey Worker**

**Job Description** This position interviews people to obtain information on topics such as public issues or consumer buying habits, contacts people at home business or by telephone following specified sampling procedures, or approaches them at random on street. The Survey Worker asks questions relative to items on a form or questionnaire, records answers, assists persons in filling out forms, and may review, sort, classify and file forms according to specified procedures and criteria. This worker may participate in federal, state or local census surveys.

**Skill Classification: Travel Clerk I**

**Job Description** Under close supervision or following specific procedures and detailed instructions, The Travel Clerk I arranges travel on one or two modes of transportation. Travel is usually recurrent by the same modes, carriers, routes and same major points of origin and destination, seldom involving special transportation privileges or requiring special allowances or planning for supplemental transportation facilities. When such services are required, they do not occur in such variety or with such frequency as to create problems of timing or coordination.

**Skill Classification: Travel Clerk II**

**Job Description** Travel usually involves the use of two or more modes of transportation. Information on carriers, modes and facilities is readily available since most carriers servicing the area maintain local facilities or publish information regularly. Single carriers or connecting carriers have schedules that are easily coordinated using readily obtainable timetables or guides.

Travel is frequently recurrent. A substantial number of problems arise because of rerouting, and there are often side trips requiring changes of transportation. Travel is usually to areas accessible by direct line, or established connecting points and normal modes of transportation. Travel is not always planned well in advance so there may be major problems of scheduling or accommodations.

Travel involves special transportation privileges or special allowances and requires authorization or planning for supplemental or special transportation facilities, and when such services are required, they usually do not occur in such variety or with such frequency as to create major problems of timing or coordination.

Within general guidelines, employees select and apply appropriate travel guides, methods, techniques, and work sequences to effectively accomplish the work. The majority of assignments are performed without technical assistance, but unusually difficult travel situations or problem cases encountered during the course of the work are referred to the supervisor before decision or commitment. Review of work is for compliance with regulatory guides and program policies and for soundness of decisions and conclusions.

**Skill Classification: Travel Clerk III**

**Job Description** At this level, all major modes of transportation are used, as most individual trips involve combinations of more than one mode. Travel is varied, often not recurrent and periodically requires planning for relatively inaccessible intermediate or destination points. Routings are diverse and there is a necessity for frequent rerouting, re-planning, or rearranging, with many side trips requiring changes in modes of travel and creating substantial difficulty in routing and scheduling connections.

A substantial amount of travel involves special allowances or requires authorization and planning for supplementary or special transportation facilities. It is frequently difficult to obtain the required information.

The incumbent is characterized by independence of action, with very little instruction, guidance, and review, except for review of accomplishments of broad objectives and conformance to policy. The incumbent is viewed as the authority on travel matters, including the furnishing of advice and information to travelers, administrative officials and others; and has responsibility as the principal liaison with all elements, carriers, and facilities.

**Skill Classification: Word Processor I**

**Job Description:** Produces a variety of standard documents, such as correspondence, form letters, reports, tables and other printed materials. Work requires skill in typing; a knowledge of grammar, punctuation and spelling; and ability to use reference guides and equipment manuals. Performs familiar, routine assignments following standard procedures. Seeks further instructions for assignments requiring deviations from established procedures.

**Skill Classification: Word Processor II**

**Job Description:** Uses knowledge of varied and advanced functions of one software type, knowledge of varied functions of different types of software, or knowledge of specialized or technical terminology to perform such typical duties as: Editing and reformatting written or electronic drafts. Examples include: Correcting function codes; adjusting spacing and formatting; and standardizing headings, margins, and indentations. Transcribing scientific reports, lab analyses, legal proceedings, or similar material from voice tapes or handwritten drafts.

**Skill Classification: Word Processor III**

**Job Description:** Requires both a comprehensive knowledge of word processing software applications and office practices and a high degree of skill in applying software functions to prepare complex and detailed documents. For example, processes complex and lengthy technical reports, which include tables, graphs, charts, or multiple columns. Uses either different word processing packages or many different style macros or special command functions. Independently completes assignments and resolves problems.

## SIN - 736-2: Information Technology Occupations

### **Skill Classification: Computer Operator I**

**Job Description:** This is an entry-level position in the centralized operation of mainframe and micro-processing units. Sets up and operates computer peripheral devices, such as printers. Monitors the system for error messages and ensures efficiency. Performs routine preventative maintenance on equipment according to user manuals and installation standards. Submits job requests based on appropriate computer schedule. Observes operation of the computer to detect errors, machine stoppage or faulty output. Makes necessary adjustments or notifies supervisor of unusual or difficult problems with computer operations. May perform the role of Data Entry Operator, keying data and basic maintenance. Develops and implements new processes and procedures when necessary.

### **Skill Classification: Computer Operator II**

**Job Description:** This is intermediate level work in the operation of mainframe and micro-processing units. Perform all work of a Computer Operator I with a higher degree of judgment, discretion and technical expertise. Exercise judgment in troubleshooting hardware problems and in meeting performance objectives. Mentors and trains the Computer Operator I. Operates with minimum.

### **Skill Classification: Computer Operator III**

**Job Description:** Perform all work of a Computer Operator II with a higher degree of judgment, discretion and technical expertise. Exercise judgment in responding to operation/production problems associated with an assigned shift. Receive and respond to customer questions/problems regarding on-line systems. Participate in the training of Computer Operators and provide guidance and consultation as required. Perform related work as required. Mentors the Computer Operator I and II. Observes operation of the computer to detect errors, machine stoppage or faulty output. Makes necessary adjustments or notifies supervisor of unusual or difficult problems with computer operations. May perform the role of Data Entry Operator, keying data and basic maintenance. Develops and implements new processes and procedures when necessary. Operates with minimum supervision and express discretionary authority.

### **Skill Classification: Computer Operator IV**

**Job Description:** Perform all work of a Computer Operator III with a higher degree of judgment, discretion and technical expertise. Exercise judgment in responding to operation/production problems associated with an assigned shift. Receive and respond to customer questions/problems regarding on-line systems. Conducts training of Computer Operators and provide guidance and consultation as required. Perform related work as required. Mentors the Computer Operator I, II and III. Observes operation of the computer to detect errors, machine stoppage or faulty output. Makes necessary adjustments or notifies supervisor of unusual or difficult problems with computer operations. May perform the role of Data Entry Operator, keying data and basic maintenance. Develops and implements new processes and procedures when necessary.

Operates with minimum supervision and express discretionary authority. Acts as an intermediary with respect to upper management and the Computer support function.

**Skill Classification: Computer Operator V**

**Job Description:** Perform all work of a Computer Operator IV with a higher degree of judgment, discretion and technical expertise. Exercise judgment in responding to operation/production problems associated with an assigned shift. Receive and respond to customer questions/problems regarding on-line systems. Conducts training of Computer Operators and provide guidance and consultation as required. Perform related work as required. Mentors the Computer Operator I, II and III. Observes operation of the computer to detect errors, machine stoppage or faulty output. Makes necessary adjustments or notifies supervisor of unusual or difficult problems with computer operations. May perform the role of Data Entry Operator, keying data and basic maintenance. Develops and implements new processes and procedures when necessary. Operates with minimum supervision and express discretionary authority. Acts as an intermediary with respect to upper management and the Computer support function. Acts as a supervisor on an as needed basis.

**Skill Classification: Computer Programmer I**

**Job Description:** Programmer includes providing software development and analysis to create Database management solutions and administration. Ability to provide reporting documents and live demonstrations of software projects to end users and other customers. Must demonstrate effective communication skills with business users and technical team members.

**Skill Classification: Computer Programmer II**

**Job Description:** Analyze, design, code, test and document programs and enhancements. Assist with defining and meeting business requirements. Prepare detailed software specifications. Utilize Mainframe COBOL. Java, C++ would be a plus. Provide program and system level estimates. Conduct code walkthroughs to assure quality of programs developed by other associates. Provide system support. Mentor less-experienced programmer analysts. Assist with interviewing and selecting potential job candidates. Programmer includes providing software development and analysis to create Database management solutions and administration.

**Skill Classification: Computer Programmer III**

**Job Description:** The successful candidate must be able to perform the following: 1) be able to build and maintain Microsoft Access databases, construct data queries and generate analysis reports; 2) perform data analysis, data tracking, and quality assurance checks to assure data integrity and conformity to the data standards and file naming structures for various business systems; 3) develop and run complex queries for users related to the various business systems; 4) provide help desk support for business systems by logging and analyzing requests, researching the problem/request and recommending and implementing required technical expertise to solve the problem; 5) participate in

action item meetings addressing issues, tracking, and documenting action items and resolutions of issues; 7) document and implement backup procedures for locally developed databases on shared drives; and 8) be responsible for developing and maintaining operational procedures documentation and knowledge base from problem/resolution documentation. Provide training to lower level Computer Programmers.

**Skill Classification: Computer Programmer IV**

**Job Description:** Must perform all of the duties of a level III operator with greater authority and expertise. Must be able to build and maintain Microsoft Access databases, construct data queries and generate analysis reports; 2) perform data analysis, data tracking, and quality assurance checks to assure data integrity and conformity to the data standards and file naming structures for various business systems; 3) develop and run complex queries for users related to the various business systems; 4) provide help desk support for business systems by logging and analyzing requests, researching the problem/request and recommending and implementing required technical expertise to solve the problem; 5) participate in action item meetings addressing issues, tracking, and documenting action items and resolutions of issues; 7) document and implement backup procedures for locally developed databases on shared drives; and 8) be responsible for developing and maintaining operational procedures documentation and knowledge base from problem/resolution documentation. Provide training to lower level Computer Programmers.

**Skill Classification: Computer Systems Analyst I**

**Job Description:** At this level, initial assignments are designed to expand practical experience in applying systems analysis techniques and procedures. Provides several phases of the required systems analysis where the nature of the system is predetermined. Uses established fact finding approaches, knowledge of pertinent work processes and procedures, and familiarity with related computer programming practices, system software, and computer equipment. Carries out fact finding and analysis as assigned, usually of a single activity or a routine problem; applies established procedures where the nature of the system, feasibility, computer equipment and programming language have already been decided; may assist a higher level systems analyst by preparing the detailed specifications required by computer programmers from information developed by the higher level analyst, may research routine user problems and solve them by modifying the existing system when the solutions follow clear precedents. When cost and deadline estimates are required, results receive closer review. The supervisor defines objectives, priorities, and deadlines. Incumbents work independently; adapt guides to specific situations; resolve problems and deviations according to established practices; and obtain advice where precedents are unclear or not available. Completed work is reviewed for conformance to requirements, timeliness, and efficiency. May supervise technicians and others who assist in specific assignments.



**Skill Classification: Computer Systems Analyst II**

**Job Description:** Applies systems analysis and design skills in an area such as a record keeping or scientific operation. A system of several varied sequences or formats is usually developed, e.g., develops systems for maintaining depositor accounts in a bank, maintaining accounts receivable in a retail establishment, maintaining inventory accounts in a manufacturing or wholesale establishment, or processing a limited problem in a scientific project. Requires competence in most phases of system analysis and knowledge of pertinent system software and computer equipment and of the work processes, applicable regulations, work load, and practices of the assigned subject-matter area. Recognizes probable interactions of related computer systems and predicts impact of a change in assigned system.

Reviews proposals which consist of objectives, scope, and user expectations; gathers facts, analyzes data, and prepares a project synopsis which compares alternatives in terms of cost, time, availability of equipment and personnel, and recommends a course of action; and upon approval of synopsis, prepares specifications for development of computer programs. Determines and resolves data processing problems and coordinates the work with program, users, etc.; orients user personnel on new or changed procedures. May conduct special projects such as data element and code standardization throughout a broad system, working under specific objectives and bringing to the attention of the supervisor any unusual problems or controversies.

**Skill Classification: Computer Systems Analyst III**

**Job Description:** Applies systems analysis and design techniques to complex computer systems in a broad area such as manufacturing; finance management; engineering, accounting, or statistics; logistics planning; material management, etc. Usually, there are multiple users of the system, however, there may be complex one-user systems, e.g., for engineering or research projects. Requires competence in all phases of systems analysis techniques, concepts, and methods and knowledge of available system software, computer equipment, and the regulations, structure, techniques, and management practices of one or more subject-matter areas. Since input data usually come from diverse sources is responsible for recognizing probable conflicts and integrating diverse data elements and sources. Produces innovative solutions for a variety of complex problems. Maintains and modifies complex systems or develops new subsystems such as an integrated production scheduling, inventory control, cost analysis, or sales analysis record in which every item of each type is automatically processed through the full system of records. Guides users in formulating requirements; advises on alternatives and on the implications of new or revised data processing systems; analyzes resulting user project proposals, identifies omissions and errors in requirements and conducts feasibility studies; recommends optimum approach and develops system design for approved projects. Interprets information and informally arbitrates between system users when conflicts exist. May serve as lead analyst in a design subgroup, directing and integrating the work of one or two lower level analysts, each

responsible for several programs. Supervision and nature of review are similar to level II; existing systems provide precedents for the operation of new subsystems.

**Skill Classification: Peripheral Equipment Operator**

**Job Description:** Operates peripheral equipment which directly supports digital computer operations. Such equipment is uniquely and specifically designed for computer applications, but need not be physically or electronically connected to a computer. Printers, plotters, card readers/punchers, tape readers, tape units or drives, disk units or drives, and data display units are examples of such equipment. Excludes workers (1) who monitor and operate a control console or a remote terminal, or (2) whose duties are limited to operating decollators, busters, separators, or similar equipment.

**Skill Classification: Personal Computer Support Technician**

**Job Description:** The Personal Computer Support Technician provides support to distributed PC/networking environment including installation, testing, repair, and troubleshooting for stand-alone PCs, PCs linked to networks, printers, and other computer peripherals. Support responsibilities include software installation, and configurations. This technician performs technical, operational, and training support to users of personal computers either by telephone, or on-site for PC desktop hardware and software packages. Job duties require the technician to install and test personal computers, printers, and other peripherals, configure operating system, load shrink-wrap programs and other application software programs. In this position, the incumbent troubleshoots computer problems, performs hardware and software diagnostics, coordinates needed repairs, resolves computer system problems, including coordination between users and components of a local area network, and participates in the evaluation of system configuration and software.

**SIN - 736-3: General Services**

**Food Preparation:**

**Skill Classification: Baker**

**Job Description:** The Baker applies full knowledge of baking trade and is responsible for producing standard baked goods such as bread, rolls, cakes, cookies, biscuits, muffins, and various types of puddings, and ice cream or sherbets.

**Skill Classification: Cook I**

**Job Description:** The Cook I independently performs moderately difficult tasks in preparing small quantities of quickly prepared food such as steaks, chops, cutlets, hamburgers, eggs, salads and other similar items. Excludes workers who exercise general supervision over kitchen activities.

**Skill Classification: Cook II**

**Job Description:** The Cook II prepares in large quantities, by various methods of cooking, meat, poultry, fish, vegetables, seasons and cooks all cuts of various

meats, fish and poultry, boils, steams or fries vegetables, makes gravies, soups, sauces, roasts, meat pies, fricassees, casseroles, and stews. Excludes food service supervisors and head cooks who exercise general supervision over kitchen activities.

**Skill Classification: Dishwasher**

**Job Description:** The Dishwasher manually or mechanically washes and rinses dishes, glasses and silverware; maintains proper temperature for sterilization and adds soap as needed, and performs other duties as assigned.

**Skill Classification: Food Service Worker**

**Job Description:** The Food Service Worker (Cafeteria Worker) serves as a cafeteria and/or delicatessen/bakery worker helping in the preparation, presentation and serving of specialty meats, delicacies, preserved foods, cheeses, salads, breads and sweets to patrons. The incumbent assists in weighing, pricing and wrapping selected foods on plates, trays and in bags, prepares food displays in counter cases and other display units, greets customers as they arrive at service counter, takes special orders, and answers basic customer questions about specialty foods.

Using prepared ingredients and following routine, repetitive steps, this Worker makes hot and/or cold sandwiches, fruit and vegetable trays, salads and rotisserie chicken, may slice and/or mix simple ingredients, as needed, cleans counters and trays, washes dishes and maintains cleanliness of preparation, work and display areas, inspects and cleans equipment. This Worker may assist in any or all of the following: measuring and mixing ingredients as directed, assists in preparing, cooking and decorating breads, rolls, pastries, cakes and other bakery items, receives, unloads trucks, and stores stock, takes special orders or unusual food requests from customers, takes payment and makes change for customers.

**Skill Classification: Meatcutter**

**Job Description:** Utilizing standardized meat cutting methods, the Meat Cutter breaks down meat carcasses and wholesale cuts; bones and cuts meat into roasts, steaks, chops, etc, cleans and cuts fish into fillets and steaks, draws dresses and cuts poultry. Must know methods for handling and storing meats (including fish and fowl).

**Skill Classification: Waiter/Waitress**

**Job Description:** The Waiter/Waitress serves food and beverages to patrons at counters and tables in coffee shops, lunchrooms, and other dining establishments. This worker presents menus to customers, answers questions, and makes suggestions regarding food and service. Duties include: memorizing or writing order on check, relaying order to kitchen and serving course from kitchen and service bars. The Waiter/Waitress observes guests to fulfill any additional requests and to perceive when meal has been completed, totals bill and accepts payment or refers patron to Cashier. The Waiter/Waitress may ladle soup, toss salads, portion pies and desserts, brew coffee, perform other services

as determined by establishment's size and practices, and may clear and reset counters or tables at conclusion of each course or meal.

### **General Services and Support:**

#### **Skill Classification: Gardener**

**Job Description:** The Gardener plans and executes small scale landscaping operations and maintains grounds and landscape of household, business and other properties, works with assistant in preparing and grading terrain, applying fertilizers, seeding and laying sod, and transplanting shrubs and plants, and cultivates them, using gardening implements and power-operated equipment. The Gardner plants new and repairs established lawns, using seed mixtures and fertilizers recommended for particular soil type and lawn location, locates and plants shrubs, trees, and flowers recommended for particular landscape effect or those selected by property owner, mows and trims lawns, using hand or power mower, trims shrubs and cultivates gardens, sprays trees and shrubs and applies supplemental liquid and dry nutrients to lawn, trees and shrubs; cleans ground, using rakes, brooms, and hose, dig trenches and install drain tiles, repair concrete and asphalt walks and driveways.

#### **Skill Classification: Housekeeping Aide**

**Job Description:** The Housekeeping Aide performs special cleaning projects as well as daily cleaning duties in accordance with standard procedures of the housekeeping department and with hospital objectives. An employee uses cleaning equipment, including automatic floor machines, commercial vacuums, wet mops, large wringers and other necessary equipment, tools, chemicals and supplies. The Housekeeping Aide will dry and wet mop floors, scrub and buff floors with rotor and other machines, vacuum carpets to clean and control bacteria, transport trash from utility rooms and other collection points to incinerator, compactor, or pick-up area, perform special cleaning of induction units, walls, lighting fixtures, and windows, both inside and outside, move furniture and set up meeting rooms. This Aide collects soiled linen, assists in cleaning emergency spills that are observed or as requested, maintains assigned equipment for cleanliness and requests repairs when needed, reports need for repairs to hospital equipment, furniture, building and fixtures, assists in moving patients in case of fire, disaster or emergency evacuation, and assists security personnel in restraining disturbed patients in psychiatric wards.

#### **Skill Classification: Janitor**

**Job Description:** Cleans and keeps in an orderly condition factory working areas and washrooms, or premises of an office, apartment house, or commercial or other establishment. Duties involve a combination of the following: Sweeping, mopping or scrubbing, and polishing floors; removing chips, trash, and other refuse; dusting equipment, furniture, or fixtures; polishing metal fixtures or trimmings; providing supplies and minor maintenance services; and cleaning lavatories, showers, and restrooms.

**Skill Classification: Laborer, Grounds Maintenance**

**Job Description:** Maintains grounds of industrial, commercial or public property such as buildings, camp and picnic grounds, parks, playgrounds, greenhouses, and athletic fields, and repairs structures and equipment, performing one or more of the following tasks: Cuts grass, using walking-type or riding mowers (less than 2000 lbs.). Trims hedges and edges around walks, flower beds, and wells, using hedge trimmers, clippers and edging tools. Prunes shrubs and trees to shape and improve growth, using shears and other hand tools. Sprays lawn, shrubs, and trees with fertilizer or insecticide. Plants grass, flowers, trees, and shrubs. Waters lawn and shrubs during dry periods, using hose or activating sprinkler system. Picks up and burns or carts away leaves, paper or other litter. Removes snow from walks, driveways, roads, or parking lots, using shovel and snow blower. Spreads salt on walkways and other areas. Repairs and paints fences, gates, benches, tables, guardrails, and outbuildings. Assists in repair of roads, walks, buildings, and mechanical equipment. May clean comfort stations, office and workshop areas, and parking lots by sweeping, washing, mopping and polishing.

**Skill Classification: Maid or Houseman**

**Job Description:** The Maid or Houseman cleans rooms and other premises of hotel, motel, tourist home, or other lodging facility, performing any combination of the following tasks: dusting and cleaning Venetian blinds, furniture, and other surfaces, sorts, counts, folds, marks, or carries linens. The Maid or Houseman turns mattresses and makes beds, moves and arranges furniture and hangs drapes, cleans and polishes metalwork and porcelain bathroom fixtures, spot-cleans walls and windows, empties wastebaskets and removes trash, removes soiled linens for laundering, replenishes room supplies, and reports needed repairs to equipment, furniture, building and fixtures.

**Skill Classification: Tractor Operator**

**Job Description:** The Tractor Operator drives gasoline or diesel powered tractor to: move materials, draw implements, tow trailers, pull out objects embedded in ground, or pull cable of winch to raise, lower, or load heavy material or equipment. The Tractor Operator fastens attachments such as graders, plows, rollers, mowers (over 2000 lbs.), backhoes, seeders, and disc harrows to tractor, adjusts equipment for proper operation, lubricates and makes minor repairs to tractor and attachments such as tightening bolts, and replacing washers, cotter pins, and screws.

**Health Occupations:****Skill Classification: Medical Record Clerk**

**Job Description:** The Medical Record Clerk compiles, verifies, and files medical records of hospital or clinic patients and compiles statistics for use in reports and surveys, prepares folders and maintains records of newly admitted patients. MRC reviews contents of patients' medical record folders, assembles into standard order, and files according to established procedure, reviews inpatient and emergency room records to insure presence of required reports and

physician's signatures, and routes incomplete records to appropriate personnel for completion or prepares reports of incomplete records to notify administration, checks list of discharged patients to insure receipt of all current records, compiles daily and periodic statistical data, such as admissions, discharges, deaths, births and types of treatment rendered.

**Skill Classification: Medical Record Technician**

**Job Description:** The Medical Record Technician (Medical Record Administrator) maintains medical records of hospital and clinic patients, reviews medical records for completeness and accuracy, codes diseases, operations, diagnoses and treatments, compiles medical care and census data for statistical reports, and maintains indexes on patient, disease, operation, and other categories. The Medical Record Technician directs routine operation of medical record department, files, or directs Medical Record Clerk to file, patient records, maintains flow of medical records and reports to departments, and may assist medical staff in special studies or research.

**Skill Classification: Medical Transcriptionist**

**Job Description:** The Medical Transcriptionist transcribes medical dictation by physicians and other medical practitioners pertaining to patients' assessments, diagnostics, therapy and other medical reports. This position usually requires a high school diploma or equivalent and coursework in medical terminology and two years of related work experience. Prospects must be familiar with standard concepts, practices and procedures within a medical field, be able to perform a variety of tasks and utilize limited experience and independent judgment to accomplish goals.

**Laundry, Dry Cleaning, etc.:**

**Skill Classification: Counter Attendant**

**Job Description:** The Counter Attendant (Service Establishment Attendant) performs the following job tasks: receiving clothing articles, examining articles to determine nature of repair and advising customer of repairs, quoting prices and preparing work tickets, sending articles to appropriate departments, returning finished articles to customers and collecting amount due. This Attendant may keep records of cash receipts and articles received and delivered and may sell articles such as cleaner, polish, shoelaces, and accessories.

**Skill Classification: Dry Cleaner**

**Job Description:** Work involves most of the following: knowledge of cleaning processes, fabrics, and colors, placement of sorted articles in drum of cleaning machine, operation of valves to admit cleaning fluids into drum of machine, starting of the drum, allowance of the drum to rotate until articles are cleaned and removal of articles from machine, and the raining and filtering of cleaning fluid. In addition, the Dry Cleaner may operate an extractor or tumbling machine or place articles in a cabinet dryer.

## Machine Tool Services:

### **Skill Classification: Machine Tool Operator (Tool Room)**

**Job Description:** Specializes in operating one or more than one type of machine tool (e.g., jig borer, grinding machine, engine lathe, milling machine) to machine metal for use in making or maintaining jigs, fixtures, cutting tools, gauges, or metal dies or molds used in shaping or forming metal or nonmetallic material (e.g., plastic, plaster, rubber, glass). Work typically involves: Planning and performing difficult machining operations which require complicated setups or a high degree of accuracy; setting up machine tool or tools (e.g., installing cutting tools and adjusting guides, stops, working tables, and other controls to handle the size of stock to be machined; determining proper feeds, speeds, tooling, and operation sequence or selecting those prescribed in drawings, blueprints, or layouts); using a variety of precision measuring instruments; and making necessary adjustments during machining operation to achieve requisite dimensions to very close tolerances. May be required to select proper coolants and cutting and lubricating oils, to recognize when tools need dressing, and to dress tools. In general, the work of a Machine-Tool Operator (tool room) at the skill level called for in this classification requires extensive knowledge of machine-shop and tool room practice usually acquired though considerable on-the-job training and experience.

### **Skill Classification: Tool and Die Maker**

**Job Description:** Constructs and repairs jigs, fixtures, cutting tools, gauges, or metal dies or molds used in shaping or forming metal or nonmetallic material (e.g., plastic, plaster, rubber, glass). Work typically involves: Planning and laying out work according to models, blueprints, drawings, or other written or oral specifications; understanding the working properties of common metals and alloys; selecting appropriate materials, tools, and processes required to complete task; making necessary shop computations; setting up and operating various machine tools and related equipment; using various Tool and Die Maker's hand tools and precision measuring instruments; working to very close tolerances; heat-treating metal parts and finished tools and dies to achieve required qualities; and fitting and assembling parts to prescribed tolerances and allowances. In general, the Tool and Die Maker's work requires rounded training in machine-shop and tool room practice usually acquired through

## Materials Handling/Packaging Services:

### **Skill Classification: Forklift Operator**

**Job Description:** Operates a manually controlled gasoline, electric or liquid propane gas powered forklift to transport goods and materials of all kinds about a warehouse, manufacturing plant, or other establishment. May be required to operate Raymond Stand up forklifts.

### **Skill Classification: Material Coordinator**

**Job Description:** Coordinates and expedites flow of materials, parts, and assemblies/parts/equipment between sections or departments, according to

production and shipping schedules or department priorities, and compiles and maintains manual or computerized records: Reviews production schedules and related information and confers with department supervisors to determine material requirements to identify overdue materials and to track material. Requisitions material and establishes sequential delivery dates to departments, according to job order priorities and material availability. Examines material delivered to production departments to verify conformance to specifications. Arranges in-plant transfer of materials to meet production schedules. Computes amount of material required to complete job orders, applying knowledge of product and manufacturing processes. Compiles and maintains manual or computerized records, such as material inventory, in-process production reports, and status and location of materials. May move or transport materials from one department to another, manually or using material handling equipment. May arrange for repair and assembly of material or part. May monitor and control movement of material and parts on automated conveyor system.

**Skill Classification: Material Expediter**

**Job Description:** Locates and moves materials and parts between work areas of plant to expedite processing of goods, according to predetermined schedules and priorities, and keeps related records: Reviews production schedules inventory reports, and work orders to determine types, quantities, and availability of required material and priorities of customer orders. Confers with department supervisors to determine materials overdue and to inform them of location, availability, and condition of materials. Locates and moves materials to specified production areas, using cart or hand truck. Records quantity and type of materials distributed and on hand. May direct power-truck operator or Material Handling Laborer to expedite movement of materials between storage and production areas. May compare work ticket specifications with material at work stations to verify appropriateness of material in use. May prepare worker production records and timecards. May update and maintain inventory records, using computer terminal. High school diploma or its equivalent preferred with 1 year of related experience.

**Skill Classification: Material Handling Laborer**

**Job Description:** Performs physical tasks to transport or store materials or merchandise. Duties involve one or more of the following: Manually loading or unloading freight cars, trucks, or other transporting devices; unpacking, shelving, or placing items in proper storage locations; or transporting goods by hand truck, cart, or wheelbarrow.

**Skill Classification: Order Filler**

**Job Description:** Fills shipping or transfer orders for finished goods from stored merchandise in accordance with specifications on sales slips, customers' orders, or other instructions. May, in addition to filling orders and indicating items filled or omitted, keep records of outgoing orders, requisition additional stock or report short supplies to supervisor, and perform other related duties.



**Skill Classification: Production Line Worker – Food Processor**

**Job Description:** An employee employed in a food processing plant whose duties involve several of the following: Loading and unloading commodities from rail cars, trucks, or other conveyances; placing merchandise in proper storage location and transporting the merchandise by hand truck, push-pull, or forklift; blends merchandise ingredients into pre-determined quality by heating, mixing, re-heating, etc.; monitors blending operation to ensure that finished products meets customer's requirements; monitors flow of product into appropriate container; labels container with identifying information supplied by customer; places containers into appropriate shipping container (must have knowledge of various types and sizes of shipping containers and special requirements of customers.)

**Skill Classification: Shipping Packer**

**Job Description:** Prepares finished products for shipment or storage by placing them in shipping containers, the specific operations performed being dependent upon the type, size, and number of units to be packed, the type of container employed, and method of shipment. Work requires the placing of items in shipping containers and may involve one or more of the following: Knowledge of various items of stock in order to verify content; selection of appropriate type and size of container; inserting enclosures in container; using excelsior or other material to prevent breakage or damage; closing and sealing container; and applying labels or entering identifying data on container. Exclude packers who also make wooden boxes or crates.

**Skill Classification: Shipping/Receiving Clerk**

**Job Description:** Performs clerical and physical tasks in connection with shipping goods of the establishment in which employed and receiving incoming shipments. In performing day-to-day, routine tasks, follows established guidelines. In handling unusual non-routine problems, receives specific guidance from supervisor or other officials. May direct and coordinate the activities of other workers engaged in handling goods to be shipped or being received. Shipping duties typically involve the following: Verifying that orders are accurately filled by comparing items and quantities of goods gathered for shipment against documents; insuring that shipments are properly packaged, identified with shipping information, and loaded into transporting vehicles; and preparing and keeping records of goods shipped, e.g., manifests, bills of lading. Receiving duties typically involve the following: Verifying the correctness of incoming shipments by comparing items and quantities unloaded against bills of lading, invoices, manifests, storage receipts, or other records; checking for damaged goods; insuring that goods are appropriately identified for routing to departments within the establishment; preparing and keeping records of goods received.

**Skill Classification: Stock Clerk**

**Job Description:** Receives, stores, and issues equipment, materials, supplies, merchandise, foodstuffs, or tools, and compiles stock records of items in stockroom, warehouse or storage yard. Counts, sorts, or weighs incoming articles

to verify receipt of items on requisition or invoice. Examines stock to verify conformance to specifications. Stores articles in bins, on floor or on shelves, according to identifying information, such as style, size or type of material. Fills orders or issues supplies from stock. Prepares periodic, special or perpetual inventory of stock. Requisitions articles to fill incoming orders. Compiles reports on use of stock handling equipment, adjustments of inventory counts and stock records, spoilage of or damage to stock, location changes, and refusal of shipments. May mark identifying codes, figures, or letters on articles. May distribute stock among production workers, keeping records of material issued. May make adjustments or repairs to articles carried in stock. May cut stock to size to fill order.

**Skill Classification: Store Worker I**

**Job Description:** Performs the following tasks at an establishment whose primary function is that of the resale of merchandise in a retail environment. Will move merchandise by use of non-motorized equipment that is intended for display and resale purposes. Will include the cleaning of merchandise on or in display fixtures utilizing various merchandise techniques common to retail trade. Merchandise may be displayed by a predetermined placement system using labels or other identifying marks. Will maintain the display sales area by straightening merchandise to give a neat, full, and salable appearance, removing damaged or outdated merchandise, and displaying merchandise in such a manner to maintain freshness and sale dates. May determine display or sale requirements from existing inventory. May be required to keep inventory forms of merchandise stocked and merchandise returned to storage. May be required to affix labels to merchandise indicating sale price, item description, or other information. May be required to offer customer or patron assistance with the location or selection of merchandise.

**Skill Classification: Tool and Parts Attendant**

**Job Description:** Receives, stores, and issues hand tools, machine tools, dies, replacement parts, shop supplies and equipment, such as measuring devices, in industrial establishment. Keeps records of tools issued to and returned by workers. Searches for lost or misplaced tools. Prepares periodic inventory or keeps perpetual inventory and requisitions stock as needed. Unpacks and stores new equipment. Visually inspects tools or measures with micrometer for wear or defects and reports damaged or worn-out equipment to superiors. May coat tools with grease or other preservative, using brush or spray gun. May attach identification tags or engrave identifying information on tools and equipment, using electric marking tool.

**Skill Classification: Warehouse Specialist**

**Job Description:** As directed, performs a variety of warehousing duties which require an understanding of the establishment's storage plan. Work involves most of the following: Verifying materials (or merchandise) against receiving documents, noting and reporting discrepancies and obvious damages; routing materials to prescribed storage locations; storing, stacking, or palletizing

materials in accordance with prescribed storage methods; rearranging and taking inventory of stored materials; examining stored materials and reporting deterioration and damage; removing material from storage and preparing it for shipment. May operate hand or power trucks in performing warehousing duties. Exclude workers whose primary duties involve shipping and receiving work (see Shipping/Receiving Clerk), order filling (see Order Filler), or operating forklifts (see Forklift Operator).

### **Mechanics, Maintenance and Repair:**

#### **Skill Classification: Aircraft Mechanic Helper**

**Job Description:** Assists Aircraft Mechanic in servicing, repairing and overhauling aircraft and aircraft engines, performing any combination of the following duties. Adjusts and replaces parts such as control cables, fuel tanks, spark plugs, tires, batteries and filters, using mechanic's tools. Removes inspection plates, cowling, engine covers, floor boards and related items to provide access for inspection and repair, and replaces items when work is completed. Disconnects instruments, ignition systems, and fuel and oil lines. Assists in dismantling, repairing, overhauling or replacing parts and assemblies such as engines, plumbing and hydraulic systems, and aircraft structural sections. Performs routine duties such as furnishing materials, tools and supplies to mechanic; lifting and holding materials in place during operation; cleaning work areas and machines, tools and equipment. Cleans aircraft, interior and exterior parts and assemblies with solvents or other cleaning solutions. Inflates tires, fills gasoline tanks and oil reservoirs, and greases aircraft, using grease gun. May assist flight line mechanic in servicing and repairing aircraft prior to flight.

#### **Skill Classification: Aircraft Mechanic I**

**Job Description:** Services, repairs, and overhauls aircraft and aircraft engines to ensure airworthiness. Repairs, replaces, and rebuilds aircraft structures, such as wings and fuselage, and functional components including rigging, surface controls, and plumbing and hydraulic units, using hand tools, power tools, machines, and equipment such as shears, sheet metal brake, welding equipment, rivet gun, and drills. Reads and interprets manufacturers' and airline's maintenance manuals, service bulletins, and other specifications to determine feasibility and method of repairing or replacing malfunctioning or damaged components. Examines engines for cracked cylinders and oil leaks, and listens to operating engine to detect and diagnose malfunctions, such as sticking or burnt valves. Inspects turbine blades to detect cracks or breaks. Tests engine operation, using testing equipment, such as ignition analyzer, compression checker, distributor timer, and ammeter, to locate source of malfunction. Replaces or repairs worn or damaged components, such as carburetors, alternators, and magnetos, using hand tools, gauges, and testing equipment. Removes engine from aircraft, using hoist or forklift truck. Disassembles and inspects parts for wear, warping, or other defects. Repairs or replaces defective engine parts and reassembles and installs engine in aircraft. Adjusts, repairs, or replaces electrical wiring system and aircraft accessories. Performs miscellaneous duties to service aircraft, including flushing crankcase, cleaning screens,

greasing moving parts, and checking brakes. May be required to be licensed by Federal Aviation Administration. May service engines and airframe components at line station making repairs, short of overhaul, required to keep aircraft in safe operating condition. May specialize in work, repair and modification of structural, precision, and functional spare parts and assemblies. May specialize in engine repair.

**Skill Classification: Aircraft Mechanic II**

**Job Description:** Exhibits progressively more expertise than the aircraft assembler I. Services, repairs, and overhauls aircraft and aircraft engines to ensure airworthiness. Repairs, replaces, and rebuilds aircraft structures, such as wings and fuselage, and functional components including rigging, surface controls, and plumbing and hydraulic units, using hand tools, power tools, machines, and equipment such as shears, sheet metal brake, welding equipment, rivet gun, and drills. Reads and interprets manufacturers' and airline's maintenance manuals, service bulletins, and other specifications to determine feasibility and method of repairing or replacing malfunctioning or damaged components. Examines engines for cracked cylinders and oil leaks, and listens to operating engine to detect and diagnose malfunctions, such as sticking or burnt valves. Inspects turbine blades to detect cracks or breaks. Tests engine operation, using testing equipment, such as ignition analyzer, compression checker, distributor timer, and ammeter, to locate source of malfunction. Replaces or repairs worn or damaged components, such as carburetors, alternators, and magnetos, using hand tools, gauges, and testing equipment. Removes engine from aircraft, using hoist or forklift truck. Disassembles and inspects parts for wear, warping, or other defects. Repairs or replaces defective engine parts and reassembles and installs engine in aircraft. Adjusts, repairs, or replaces electrical wiring system and aircraft accessories. Performs miscellaneous duties to service aircraft, including flushing crankcase, cleaning screens, greasing moving parts, and checking brakes. May be required to be licensed by Federal Aviation Administration. May service engines and airframe components at line station making repairs, short of overhaul, required to keep aircraft in safe operating condition. May specialize in work, repair and modification of structural, precision, and functional spare parts and assemblies. May specialize in engine repair.

**Skill Classification: Aircraft Mechanic III**

**Job Description:** Exhibits progressively more expertise than the aircraft assembler I. Works at a higher level of expertise and responsibility than the Aircraft Mechanic II. Will act as a mentor and trainer for lower level mechanics. Services, repairs, and overhauls aircraft and aircraft engines to ensure airworthiness. Repairs, replaces, and rebuilds aircraft structures, such as wings and fuselage, and functional components including rigging, surface controls, and plumbing and hydraulic units, using hand tools, power tools, machines, and equipment such as shears, sheet metal brake, welding equipment, rivet gun, and drills. Reads and interprets manufacturers' and airline's maintenance manuals, service bulletins, and other specifications to determine feasibility and method of repairing or replacing malfunctioning or damaged components. Examines engines for cracked cylinders and oil leaks, and listens to operating engine to

detect and diagnose malfunctions, such as sticking or burnt valves. Inspects turbine blades to detect cracks or breaks. Tests engine operation, using testing equipment, such as ignition analyzer, compression checker, distributor timer, and ammeter, to locate source of malfunction. Replaces or repairs worn or damaged components, such as carburetors, alternators, and magnetos, using hand tools, gauges, and testing equipment. Removes engine from aircraft, using hoist or forklift truck. Disassembles and inspects parts for wear, warping, or other defects. Repairs or replaces defective engine parts and reassembles and installs engine in aircraft. Adjusts, repairs, or replaces electrical wiring system and aircraft accessories. Performs miscellaneous duties to service aircraft, including flushing crankcase, cleaning screens, greasing moving parts, and checking brakes. May be required to be licensed by Federal Aviation Administration. May service engines and airframe components at line station making repairs, short of overhaul, required to keep aircraft in safe operating condition. May specialize in work, repair and modification of structural, precision, and functional spare parts and assemblies. May specialize in engine repair.

**Skill Classification: Aircraft Servicer**

**Job Description:** Services aircraft, performing any combination of the following tasks. Directs incoming and outgoing aircraft near terminal area to assist pilot's maneuvering of the aircraft on ground, using hand or light signals or drives light truck with guiding sign. Secures aircraft in parking position with blocks and stakes. Operates service vehicles to replenish fuel, oil, water, waste system chemicals, oxygen, hydraulic fluid, and to remove waste. Checks for fuel contamination by draining sumps and fuel drains. Operates ground support equipment such as electrical power supply and engine starting units. Examines tires for specified air pressure and condition. Removes and replaces defective tires. Positions and removes boarding platforms to unload or load aircraft passengers. Unloads and loads luggage, mail, freight, and other cargo, using tow truck with luggage carts. Cleans exterior or interior of aircraft, using portable platform ladders, brushes, rags, water hose, and vacuum. May deice aircraft wings and assemblies, using glycol mixture. May load and unload containers of food, beverages, and dishes for in-flight meal services. May trace lost luggage for customers and prepare lost baggage claims. May install drag chutes or retrieve them and send them to parachute shop for re-packing.

**Skill Classification: Aircraft Worker**

**Job Description:** Makes repairs and modifications to aircraft under the guidance of an aircraft mechanic. Removes, cleans, reinstalls, or replaces defective parts, accessories and components such as fittings, couplings, actuators, accumulators, fuel lines, oil lines, worn cables, pulleys and burned-out landing lights, using common hand tools. Makes adjustments and settings such as cable tension, seat movement settings and adjustments. Follows work instructions, maintenance manual and safety requirements in performance of assigned tasks. Documents work performed in aircraft forms, records, and work instructions.

**Skill Classification: Appliance Mechanic**

**Job Description:** Installs, services and repairs stoves, refrigerators, dishwashing machines, and other electrical household or commercial appliances, using hand tools, test equipment and following wiring diagrams and manufacturer's specifications. Connects appliance to power source and test meters, such as wattmeter, ammeter, or voltmeter. Observes readings on meters and graphic recorders. Examines appliance during operating cycle to detect excess vibration, overheating, fluid leaks and loose parts. Disassembles appliances and examines mechanical and electrical parts. Traces electrical circuits, following diagram and locates shorts and grounds, using ohmmeter. Calibrates timers, thermostats and adjusts contact points. Cleans and washes parts, using wire brush, buffer, and solvent to remove carbon, grease and dust. Replaces worn or defective parts, such as switches, pumps, bearings, transmissions, belts, gears, blowers and defective wiring. Repairs and adjusts appliance motors. Reassembles appliance, adjusts pulleys and lubricates moving parts, using hand tools and lubricating equipment.

**Skill Classification: Carpenter, Maintenance**

**Job Description:** Performs the carpentry duties necessary to maintain in good repair building woodwork and equipment such as bins, cribs, counters, benches, partitions, doors, floors, stairs, casings, and trim made of wood. Work involves most of the following: Planning and laying out of work from blueprints, drawings, models, or verbal instructions, using a variety of carpenter's hand tools, portable power tools and standard measuring instruments; making standard shop computations relating to dimensions of work; and selecting materials necessary for the work. In general, the work of the maintenance carpenter requires rounded training and experience usually acquired through a formal apprenticeship or equivalent training and experience.

**Skill Classification: Electrician, Maintenance**

**Job Description:** Performs a variety of electrical trade functions such as the installation, maintenance, or repair of equipment for the generation, distribution, or utilization of electric energy. Work involves most of the following: Installing or repairing any of a variety of electrical equipment such as generators, transformers, switchboards, controllers, circuit breakers, motors, heating units, conduit systems, or other transmission equipment; working from blueprints, drawings, layouts, or other specifications; locating and diagnosing trouble in the electrical system or equipment; working standard computations relating to load requirements of wiring or electrical equipment; and using a variety of electrician's hand tools and measuring and testing instruments. In general, the work of the maintenance electrician requires rounded training and experience usually acquired through a formal apprenticeship or equivalent training and experience.

**Skill Classification: Electronics Technician Maintenance I**

**Job Description:** Removes, repairs, modifies, services and installs various types of electronic components, including but not limited to airborne equipment systems and related devices such as electronic transmitting and receiving equipment

(e.g., radar, radio, television, telecommunications, sonar, and navigational aids); personal and mainframe computer and terminals and night vision devices. Assembles, solders, connects and inter-wires electronic components. Performs maintenance, alignment and functional tests of avionics using test equipment. Follows engineering drawings, schematics, safety procedures, military specifications, standards and technical manuals to accomplish assigned tasks. Documents work performed in aircraft forms, Army maintenance forms, records, and Contract Field Team workbooks.

**Skill Classification: Electronics Technician Maintenance II**

**Job Description:** Removes, repairs, modifies, services and installs various types of electronic components, including but not limited to airborne equipment systems and related devices such as electronic transmitting and receiving equipment (e.g., radar, radio, television, telecommunications, sonar, and navigational aids); personal and mainframe computer and terminals, and night vision devices. Assembles, solders, connects and inter-wires electronic components. Performs maintenance, alignment and functional tests of avionics using test equipment. Follows engineering drawings, schematics, safety procedures, military specifications, standards and technical manuals to accomplish assigned tasks. Documents work performed in aircraft forms, Army maintenance forms, records, and Contract Field Team workbooks.

**Skill Classification: Electronics Technician Maintenance III**

**Job Description:** Removes, repairs, modifies, services and installs various types of electronic components, including but not limited to airborne equipment systems and related devices such as electronic transmitting and receiving equipment (e.g., radar, radio, television, telecommunications, sonar, and navigational aids); personal and mainframe computer and terminals, and night vision devices. Assembles, solders, connects and inter-wires electronic components. Performs maintenance, alignment and functional tests of avionics using test equipment. Follows engineering drawings, schematics, safety procedures, military specifications, standards and technical manuals to accomplish assigned tasks. Documents work performed in aircraft forms, Army maintenance forms, records, and Contract Field Team workbooks.

**Skill Classification: Fire Alarm Systems Mechanic**

**Job Description:** Inspects, tests, maintains, and repairs installed fire alarm detection and suppression systems in accordance with manufacturer's specifications and National Fire Protection Association standards. Inspects fire alarm equipment visually and replaces defective components. Tests initiating and signal circuits, detectors, and system transmitter and makes needed repairs. Checks pressure gauges on suppression system storage containers and recharges or replaces containers.

**Skill Classification: Fuel Distribution System Mechanic**

**Job Description:** Maintains and repairs fuel storage and distribution systems, using hand and power tools and testing instruments. Inspects fuel receiving, storage, and distribution facilities to detect and correct leakage, corrosion, faulty fittings,

and malfunction of mechanical units, meters, and gauges such as distribution lines, float gauges, piping valves, pumps, and roof sumps. Inspects electrical wiring, switches, and controls for safe-operating condition, grounding, and adjustment. Lubricates and repacks valves. Lubricates pumps, replaces gaskets, and seals and corrects pumping equipment misalignment. Cleans strainers and filters, services water separators, and checks meters for correct delivery and calibration. Overhauls system components such as pressure regulating valves and excess valves. Disassembles, adjusts, aligns, and calibrates gauges and meters or replaces them. Removes and installs equipment such as filters and piping to modify system or repair and replace system component. Cleans fuel tanks and distribution lines. Removes corrosion and repaints surfaces. Overhauls vacuum and pressure vents, floating roof seals, hangers, and roof sumps. Maintains record of inspections and repairs.

**Skill Classification: General Maintenance Worker**

**Job Description:** Performs general maintenance and repair of equipment and buildings requiring practical skill and knowledge (but not proficiency) in such trades as painting, carpentry, plumbing, masonry, and electrical work. Work involves a variety of the following duties: Replacing electrical receptacles, wires, switches, fixtures, and motors; using plaster or compound to patch minor holes and cracks in walls and ceilings; repairing or replacing sinks, water coolers, and toilets; painting structures and equipment; repairing or replacing concrete floors, steps, and sidewalks; replacing damaged paneling and floor tiles; hanging doors and installing door locks; replacing broken window panes; and performing general maintenance on equipment and machinery. Excluded are: Craft workers included in a formal apprenticeship or progression program based on training and experience; Skilled craft workers required to demonstrate proficiency in one or more trades; Workers performing simple maintenance duties not requiring practical skill and knowledge of a trade (e.g., changing light bulbs and replacing faucet washers).

**Skill Classification: Mechanic**

**Job Description:** The Small Engine Mechanic repairs fractional-horsepower gasoline engines used to power lawnmowers, garden tractors, and similar machines, using hand tools, locates causes of trouble, dismantles engines, using hand tools, and examines parts for defects, replaces or repairs parts, such as rings and bearings, cleans and adjusts carburetor and magneto, starts repaired engines and listens to sounds to test performance.

**Skill Classification: Heavy Equipment Mechanic**

**Job Description:** The Heavy Equipment Mechanic analyzes malfunctions and repairs, rebuilds and maintains power equipment, such as cranes, power shovels, scrapers, paving machines, motor graders, trench-digging machines, conveyors, bulldozers, dredges, pumps, compressors and pneumatic tools. This worker operates and inspects machines or equipment to diagnose defects, dismantles and reassembles equipment, using hoists and hand tools, examines parts for damage or excessive wear, using micrometers and gauges, replaces defective



engines and subassemblies, such as transmissions, and tests overhauled equipment to insure operating efficiency. The mechanic welds broken parts and structural members, may direct workers engaged in cleaning parts and assisting with assembly and disassembly of equipment, and may repair, adjust and maintain machinery, such as stripping and loading shovels, drilling and cutting machines, and continuous operating machines.

**Skill Classification: Heavy Equipment Operator**

**Job Description:** The Heavy Equipment Operator works with power equipment, such as cranes, power shovels, scrapers, paving machines, motor graders, trench-digging machines, conveyors, bulldozers, dredges, pumps, compressors, tractor trailers and pneumatic tools. This worker inspects all vehicles before beginning operations to check for excessive wear of various equipment. Follows appropriate vehicle service and log records. Performs fueling operations as needed.

**Skill Classification: Instrument Mechanic**

**Job Description:** Installs, repairs, maintains, and adjusts indicating, recording, telemetering, and controlling instruments used to measure and control variables, such as pressure, flow, temperature, motion, force, and chemical composition, using hand tools and precision instruments. Disassembles malfunctioning instruments, and examines and tests mechanism and circuitry for defects. Troubleshoots equipment in or out of control system and replaces or repairs defective parts. Reassembles instrument and tests assembly for conformance with specifications, using instruments, such as potentiometer, Resistance Bridge, manometer, and pressure gauge. Inspects instruments periodically and makes minor calibration adjustments to insure functioning within specified standards. May adjust and repair final control mechanisms, such as automatically controlled valves or positioners. May calibrate instruments according to established standards.

**Skill Classification: Laborer**

**Job Description:** Performs tasks which require mainly physical abilities and effort involving little or no specialized skill or prior work experience. The following tasks are typical of this occupation: Loads and unloads trucks, and other conveyances; moves supplies and materials to proper location by wheelbarrows or hand trucks; stacks materials for storage or binning; collects refuse and salvageable materials. Digs, fills, and tamps earth excavations; levels ground using pick, shovel, tamper and rake; shovels concrete and snow; cleans culverts and ditches; cuts tree and brush; operates power lawnmowers. Moves and arranges heavy pieces of office and household furniture, equipment, and appliances; moves heavy pieces of automotive, medical engineering, and other types of machinery and equipment. Spreads sand and salt on icy roads and walk-ways; picks up leaves and trash.

**Skill Classification: Locksmith**

**Job Description:** The Locksmith installs, repairs, modifies, and opens a variety of locking mechanisms found on doors, desks, compartments, mobile equipment,

safes, and vaults. This worker examines locking mechanism and installs new unit or disassembles unit and replaces worn tumblers, springs, and other parts or repairs them by filing, drilling, chiseling and grinding, opens door locks by moving lock pick in cylinder or opens safe locks by listening to lock sounds or drilling. This worker makes new or duplicate keys, using key cutting machine, changes combination by inserting new or repaired tumblers into lock, and establishes keying systems for buildings.

**Skill Classification: Machinery, Maintenance Mechanic**

**Job Description:** Repairs machinery or mechanical equipment. Work involves most of the following: Examining machines and mechanical equipment to diagnose source of trouble; dismantling or partly dismantling machines and performing repairs that mainly involve the use of hand tools in scraping and fitting parts; replacing broken or defective parts with items obtained from stock; ordering the production of a replacement part by a machine shop or sending the machine to a machine shop for major repairs; preparing written specifications for major repairs or for the production of parts ordered from machine shops; reassembling machines and making all necessary adjustments for operation. In general, the work of a Machinery Maintenance Mechanic requires rounded training and experience usually acquired through a formal apprenticeship or equivalent training and experience. Excluded from this classification are workers whose primary duties involve setting up or adjusting machines.

**Skill Classification: Machinist, Maintenance**

**Job Description:** Sets up and operates various machine shop equipment such as milling machines, lathes, drill presses, shears, brakes, etc. Machines (shapes) parts to close tolerances and makes standard shop computations relating to dimensions of work, tooling, feeds and speeds of machining. Plans and lays out work by interpretation of written instructions, drawings, military specifications and standards. Produces replacement parts, new parts, fits and assembles parts in mechanical equipment. Knowledgeable of the working properties of the common metals and selects standard materials, parts and equipment required. Uses precision measuring instruments. Follows work instructions, safety procedures, military specifications, standards and technical manuals in performance of assigned tasks. Documents work performed on maintenance forms and records.

**Skill Classification: Maintenance Trades Helper**

**Job Description:** Assists one or more workers in the skilled maintenance trades by performing specific or general duties of lesser skill, such as keeping a worker supplied with materials and tools; cleaning working area, machine, and equipment; assisting journeyman by holding materials or tools; and performing other unskilled tasks as directed by journeyman. The kind of work the helper is permitted to perform varies from trade to trade. In some trades the helper is confined to supplying, lifting, and holding materials and tools, and cleaning working areas; and in others the worker is permitted to perform specialized

machine operations, or parts of a trade that are also performed by workers on a full-time basis.

**Skill Classification: Millwright**

**Job Description:** The Millwright installs new machines or heavy equipment, and dismantles and installs machines or heavy equipment when changes in the plant layout are required. Work involves most of the following: planning and laying out work; interpreting blueprints or other specifications, using a variety of hand tools and rigging; making standard shop computations relating to stresses, strength of materials, and centers of gravity, aligning and balancing equipment, selecting standard tools, equipment and parts to be used, and installing and maintaining in good order power transmission equipment such as drives and speed reducers. In general, the Millwright's work normally requires a rounded training and experience in the trade acquired through a formal apprenticeship or equivalent training and experience.

**Skill Classification: Pipe fitter, Maintenance**

**Job Description:** Installs or repairs water, steam, gas or other types of pipe and pipefittings. Work involves most of the following: Laying out work and measuring to locate position of pipe from drawings or other written specifications; cutting various sizes of pipe to correct lengths with chisel and hammer, oxyacetylene torch or pipe-cutting machines; threading pipe with stocks and dies, bending pipe by hand-driven or power-driven machines; assembling pipe with couplings and fastening pipe to hangers; making standard shop computations relating to pressures, flow and size of pipe required; and making standard tests to determine whether finished pipes meet specifications. In general, the work of the maintenance pipefitter requires rounded training and experience usually acquired through a formal apprenticeship or equivalent training and experience. Workers primarily engaged in installing and repairing building sanitation or heating systems are excluded.

**Skill Classification: Plumber, Maintenance**

**Job Description:** Assembles, installs and repairs pipes, fittings and fixtures of heating, water, and drainage systems, according to specifications and plumbing codes. Studies building plans and working drawings to determine work aids required and sequence of installations. Inspects structure to ascertain obstructions to be avoided to prevent weakening of structure resulting from installation of pipe. Locates and marks position of pipe and pipe connections and passage holes for pipes in walls and floors, using ruler, spirit level and plumb bob. Cuts openings in walls and floors to accommodate pipe and pipe fittings, using hand tools and power tools. Cuts and threads pipe, using pipe cutters, cutting torch, and pipe-threading machine. Bends pipe to required angle by use of pipe-bending machine or by placing pipe over block and bending it by hand. Assembles and installs valves, pipe fittings, and pipes composed of metals, such as iron, steel, brass and lead, and nonmetals, such as glass, vitrified clay, and plastic, using hand tools and power tools. Joins pipe by use of screws, bolts, fittings, solder, plastic solvent, and calks joints. Fills pipe system with water or air and reads pressure gauges to determine whether system is leaking. Installs and

repairs plumbing fixtures, such as sinks, commodes, bathtubs, water heaters, hot water tanks, garbage disposal units, dishwashers, and water softeners. Repairs and maintains plumbing by replacing washers in leaky faucets, mending burst pipes, and opening clogged drains. May weld holding fixtures to steel structural members.

**Skill Classification: Pneudraulic Systems Mechanic**

**Job Description:** Maintains, modifies, and repairs hydraulic and pneumatic systems and components that actuate mechanisms or produce, control, and regulate the flow of fluids (liquids and gases). Tests for and isolates malfunctions in hydraulic and pneumatic systems or components, utilizing technical manuals and schematics. Modifies, repairs or disassembles and overhauls systems or components.

**Skill Classification: Rigger**

**Job Description:** Assembles rigging to lift and move equipment or material in manufacturing plant or shipyard. Selects cables, ropes, pulleys, winches, blocks, and sheaves, according to weight and size of load to be moved. Attaches pulley and blocks to fixed overhead structures, such as beams, ceilings, and gin pole booms, with bolts and clamps. Attaches load with grappling devices, such as loops, wires, ropes and chains, to crane hook. Gives directions to Bridge-or-Gantry-Crane Operator or Hoisting Engineer engaged in hoisting and moving loads to insure safety of workers and material handled, using hand signals, loudspeaker, or telephone. Sets up, braces, and rigs hoisting equipment, using hand tools and power wrenches. Splices rope and wire cables to make or repair slings and tackle. May direct workers engaged in hoisting machinery and equipment into ships.

**Skill Classification: Scale Mechanic'**

**Job Description:** The Scale Mechanic installs, calibrates, and repairs weighing scales, using hand tools, power tools, and standard test weights, moves scale into position, using hoists and rollers, inserts shims between scale base and foundation to level scale, secures scale to foundation, using hand tools. This worker tests scale, using certified weights, and adjusts pivots, dial settings, and pendulums to ensure that weight indication meets legal specifications, turns setscrews to adjust spring scales disassembles scales and repairs or replaces worn or damaged parts, such as pivots and bearings. This worker straightens, cleans, and repaints structural parts of scale, and may install, adjust and repair electronically controlled

**Skill Classification: Sheet Metal Worker, Maintenance**

**Job Description:** Fabricates, installs and maintains in good repair the sheet-metal equipment and fixtures (such as machine guards, grease pans, shelves, lockers, tanks, ventilators, chutes, ducts, metal roofing) of an establishment. Work involves most of the following: Planning and laying out all types of sheet-metal maintenance work from blueprints, models, or other specifications; setting up and operating all available types of sheet-metal working machines; using a variety of hand tools in cutting, bending, forming, shaping, fitting and assembling; and installing sheet-metal articles as required. In general, the work of

the maintenance sheet-metal worker requires rounded training and experience usually acquired through a formal apprenticeship or equivalent training and experience.

**Skill Classification: Telecommunications Mechanic I**

**Job Description:** The Telecommunications Mechanic I installs, removes, maintains, modifies, troubleshoots, and repairs voice and/or non-voice communications systems including intercom and public address systems, alarm systems, teletype equipment, and electronic and electromechanical telephone key systems/PBAXs; terminal and communications equipment, including line drivers. This mechanic runs cables, key cables, or house wire to all telephone sets, terminal connectors, lugs, pins, or screws, associated with key telephone equipment and/or terminating equipment for non-voice circuits.

**Skill Classification: Telecommunications Mechanic II**

**Job Description:** The Telecommunications Mechanic II installs, tests, troubleshoots, programs, maintains, and repairs digital switching equipment, attendant consoles, power and ringing relay racks, miscellaneous telephone, radio, fire alarms, intrusion alarms, and computer data circuits and related apparatus required in the central switching office. This worker analyzes system failures and other unusual system occurrences to isolate the source of the problem and determine whether the failure is caused by software, hardware, or other factors. Employees in this position maintain manual and/or computerized central office records, including detail records, traffic analysis records, cable records, line records, subscriber service records, and spare parts inventories.

**Skill Classification: Welder, Combination, Maintenance**

**Job Description:** This incumbent welds metal components together to fabricate or repair products, such as machine parts, plant equipment, mobile homes, motors and generators, according to layouts, blueprints or work orders, using brazing and a variety of arc and gas welding equipment. This worker welds metal parts together, using both gas welding or brazing and any combination of arc welding processes, performs related tasks such as thermal cutting and grinding, repairs broken or cracked parts, fills holes and increases size of metal parts, positions and clamps together components of fabricated metal products preparatory to welding. This worker may locate and repair cracks in industrial engine cylinder heads, using inspection equipment and gas torch, may perform repairs only and be required to pass employer performance tests or standard tests to meet certification standards of governmental agencies or professional and technical associations.

**Skill Classification: Water Treatment Plant Operator**

**Job Description:** Controls treatment plant machines and equipment to purify and clarify water for human consumption and for industrial use. Operates and controls electric motors, pumps, and valves to regulate flow of raw water into treating plant. Dumps specified amounts of chemicals, such as chlorine, ammonia, and lime into water or adjusts automatic devices that admit specified amounts of chemicals into tanks to disinfect, deodorize, and clarify water. Starts agitators to mix chemicals and allows impurities to settle to bottom of tank. Turns

valves to regulate water through filter beds to remove impurities. Pumps purified water into water mains. Monitors panelboard and adjusts controls to regulator flow rates, loss of head pressure and water elevation and distribution of water. Cleans tanks and filter beds, using backwashing (reverse flow of water). Repairs and lubricates machines and equipment, using hand- and power tools. Tests water samples to determine acidity, color, and impurities, using colorimeter, turbidimeter, and conductivity meter. Dumps chemicals such as alum into tanks to coagulate impurities and reduce acidity. Records data, such as residual content of chemicals, water turbidity, and water pressure. May operate portable water-purification plant to supply drinking water. May purify waste water from plant preparatory to pumping water into rivers and streams or city mains.

**Skill Classification: Lifeguard**

**Job Description:** Monitors activities within assigned swimming areas, maintain order and enforce established rules of safety and behavior. Rescues and resuscitates individuals in danger of drowning and renders first aid to injuries. Assists in cleaning and maintaining the swimming facility. Checks pool water chemistry. Performs gate control duties, collecting admission fees, makes change and completes appropriate forms. Assists water safety instructor in conducting swimming lessons

**Skill Classification: Recreation Specialist**

**Job Description:** Enforce rules and regulations of recreational facilities in order to maintain discipline and ensure safety. Organize, lead, and promote interest in recreational activities such as arts, crafts, sports, games, camping, and hobbies. Manage the daily operations of recreational facilities. Administer first aid according to prescribed procedures, and notify emergency medical personnel when necessary. Ascertain and interpret group interests, evaluate equipment and facilities, and adapt activities to meet participant needs. Greet new arrivals to activities, introducing them to other participants, explaining facility rules, and encouraging their participation.

**Skill Classification: Stevedore I**

**Job Description:** The Stevedore I loads and unloads ships' cargos, carries or moves cargo by hand truck to wharf and stacks cargo on pallets or cargo boards to facilitate transfer to and from ship, stacks cargo in transit shed or in hold of ship as directed by Header, and attaches and moves slings used to lift cargo. This worker guides load being lifted to prevent swinging and shores cargo in ship's hold to prevent shifting during voyage. May be called longshoreman or may be designated according to area in which work is performed as stevedore, dock; stevedore, front; stevedore, hold.

**Skill Classification: Stevedore II**

**Job Description:** In addition to Stevedore I job duties, may be required to drive lift truck along dock or aboard ship to transfer bulk items, such as lumber, pallet-mount machinery, and crated products within range of winch, drives tractor to transfer loaded trailers from warehouse dockside, and may position and fasten

hose lines to ships' cargo tanks when loading or unloading cargo. This worker may perform variety of manual duties, such as lashing or shoring cargo aboard ship, attaching slings, hooks, or other lifting devices to winch for loading or unloading, and signaling other workers to move, raise, or lower cargo, and may direct activities of cargo gang consisting of Stevedore I. This worker may also be called longshoremen.

### **Miscellaneous Services:**

#### **Skill Classification: Cashier**

**Job Description:** The Cashier receives cash from customers or employees in payment for goods or services and records amounts received, computes or re-computes bills, itemized lists, and tickets showing amount due using adding machine or cash register, makes change, cashes checks and issues receipts or tickets to customers; records amounts received, prepares reports of transactions, reads and records totals shown on cash register tape and verifies against cash on hand. The Cashier may make credit card transactions and may be required to know value and features of items for which money is received. This worker may give cash refunds or issue credit memorandums to customers for returned merchandise, operate ticket-dispensing machine, sell candy, cigarettes, gum and gift certificates, and issue trading stamps. This person is usually employed in restaurants, cafeterias, theaters, retail stores, and other establishments.

#### **Skill Classification: Desk Clerk**

**Job Description:** The Desk Clerk performs any combination of the following duties for guests of hotel, motel, or other lodging facility: registers and assigns rooms to guests, issues and receives room keys, date-stamps, sorts, and racks incoming mail and messages; receives and transmits messages using equipment such as telephone switchboard, console, telegraph, and teletype, answers inquiries pertaining to establishment services, shopping, dining, entertainment, and travel directions, keeps records of room availability and guests' accounts, computes bills, collects payments, and makes changes for guests. The Desk Clerk makes and confirms room reservations, may post charges such as room, food, liquor, or telephone to casebooks by hand or machine, make restaurant, transportation, or entertainment reservations, and arrange for tours, may deposit guests' valuables in safe or safe-deposit box, and may sell tobacco, candy, and newspapers.

#### **Skill Classification: Laboratory Animal Caretaker I**

**Job Description:** The Laboratory Animal Caretaker I usually requires certification as an Assistant Laboratory Animal Technician. The caretaker performs the day-to-day functions of animal husbandry such as feeding, cleaning and handling laboratory animals; sanitizes the animal's room and caging, monitors environmental conditions, and maintains records. This person works under the supervision of a scientist, veterinarian, or higher level Laboratory Animal Caretaker or Facility Manager; is responsible for consistent and thorough animal care in order to ensure that experimental data is not confounded by poor

animal management; reports potential animal care problems such as illness, inappropriate housing and equipment.

The Laboratory Animal Caretaker I works with an assortment of equipment including animal restraint devices, autoclaves for sterilization, and different types of cage washing equipment. This caretaker must have a basic understanding of biohazards in the research environment and a working knowledge for biohazard levels one and two; and be trained on safety procedures to avoid infection or exposure. In order to understand their responsibilities, Laboratory Animal Caretaker I should understand the moral and ethical aspects of the care and use of research animals. This position may require a general knowledge about federal, state, and local regulations. Other titles associated are Facility Support Technician, Animal Husbandry Caretaker, and Technical Support Technician.

**Skill Classification: Laboratory Animal Caretaker II**

**Job Description:** The Photofinishing Worker tends one or more machines that automatically develop, fix, wash, and dry photographic prints, threads leaders (paper strips) around rollers, through processing tanks and dryer, around polished drum, and onto take-up reel, turns valves to fill tanks with premixed solutions, such as developer, dyes, stop-baths, fixers, bleaches, and washes. This worker moves thermostatic control to keep steam-heated drum at specified temperature, slices sensitized paper to leaders using tape, starts machine; throws switches to synchronize drive speeds of processing variations to control department, adds specified amount of chemicals to renew solutions, and maintains production records.

**Skill Classification: Pest Controller**

**Job Description:** The Pest Controller sprays chemical solutions or toxic gases and sets mechanical traps to kill pests that infest buildings and surrounding areas, fumigates rooms and buildings using toxic gases, sprays chemical solutions or dusts powders in rooms and work areas, places poisonous paste or bait and mechanical traps where pests are present; may clean areas that harbor pests, using rakes, brooms, shovels, and mops preparatory to fumigating; and may be required to hold State license.

**Skill Classification: Refuse Collector**

**Job Description:** The Refuse Collector picks up garbage, trash, or refuse from homes, businesses and other locations and deposits it in a truck.

**Skill Classification: Sales Clerk**

**Job Description:** The Sales Clerk sells a variety of inexpensive merchandise usually in a retail trade establishment, for which knowledge of the items sold is not a primary requirement. This incumbent performs the following tasks: stocks shelves, counters, or tables with merchandise, sets up advertising displays or arranges merchandise on counters or tables to promote sales, stamps, marks, or tags price on merchandise; obtains merchandise requested by customer or receives merchandise selected by customer; totals price and tax on merchandise selected by customer using paper and pencil, cash register, or



adding machine to determine bill. This worker receives payment and makes change, occasionally calculates sales discount in determining sales slip, wraps or bags merchandise for customers, cleans shelves, counter, or tables, as necessary; may keep record of sales, prepare inventory of stock, or order merchandise; and may be designated according to product sold or type of store.

**Skill Classification: Surveying Aide**

**Job Description:** The Surveying Aide performs any of following duties to assist in surveying land: holds level or stadia rod at designated points to assist in determining elevations and laying out stakes for map making, construction, mining, land, and other surveys, calls out reading or writes station number and reading in notebook marks points of measurement with elevation, station number, or other identifying mark, and measures distance between survey points, using steel or cloth tape or surveyor's chain. This worker marks measuring point with keel (marking crayon), paint sticks, scratches, tacks, or stakes, places stakes at designated points and drives them into ground at specified elevation using hammer or hatchet, and cuts and clears brush and trees from line of survey, using brush hook, knife, ax, or other cutting tools.

**Skill Classification: Surveying Technician**

**Job Description:** The Surveying Technician obtains data pertaining to angles, elevations, points, and contours used for map making, mining, or other purposes, using alidade, level, transit, plane table, theodolite, electronic distance measuring equipment, and other surveying instruments, compiles notes, sketches, and records of data obtained and work performed, and directs work of subordinate members of survey team.

**[SIN - 736-4: Information and the Arts](#)**

**Information and Arts:**

**Skill Classification: Exhibits Specialist I**

**Job Description:** At this level, the Exhibits Specialist brings to the job manual dexterity, mechanical skill, and/or artistic skill, plus aptitude for learning exhibits techniques. They perform duties related to the fabrication, finishing and repair of exhibits while acquiring training in museum or exhibits techniques.

**Skill Classification: Exhibits Specialist II**

**Job Description:** At this level, the Exhibits Specialist perform independently the phases of work in which they are proficient, and receive training in the more complex processes. Duties relate to the fabrication, finishing and maintenance of exhibits that require a high degree of manual dexterity and moderate but varied artistic skills. Generally, they work from accurate scale drawings, blueprints or sketches with instructions as to the materials to be used and the colors to be matched. On the phases of the work with which they are thoroughly familiar, and within the framework of accepted and proven methods and techniques, there is considerable latitude of choice in execution. The

supervisor checks their work at the completion of each phase on work that involves several processes or stages of development.

**Skill Classification: Exhibits Specialist III**

**Job Description:** At this level, the Exhibits Specialist is responsible for the construction of portions of more complex exhibits, such as models, three-dimensional training aids, or complex exhibit cases and other exhibit furniture. Complexity of work may be indicated by: (a) subject matter which requires extensive study and search of the literature; (b) the need to demonstrate the significance of an event or development; (c) the need to present the development or evaluation of an event; and (d) subject matter involving several disciplines. Another area of work at this level includes the planning of detailed work processes and actual restoration work on historic structures or valuable items, or the construction of replicas or models requiring greater skill than is required for the work at the Exhibits Specialist II level. At level III, Exhibits Specialists are comparatively free to use judgment in selecting work methods and materials, and developing techniques and color schemes.

**Skill Classification: Illustrator I**

**Job Description:** Duties for this position require the ability to use common media such as tempera, oils, pen-and-ink, or pencil with average skill. The Illustrator I copies drawings, either by tracing or freehand; applies coloring or wash to line drawings; letters by hand or by use of templates, and does detail or background work on illustrations which have been prepared by an illustrator of higher grade. When working with scientific subjects and technical equipment this Illustrator acquires basic knowledge of subject matter field and develops information about the field of work that will be illustrated. When working in the general fields of illustrating, someone in this position acquires necessary information about subject of the illustrations or applies general knowledge to the subject.

**Skill Classification: Illustrator II**

**Job Description:** The Illustrator II usually is assigned to projects involving several of the common art media such as pen-and-ink, pencil, tempera, wash, oils, and airbrush over a period of time. These projects require the Illustrator to be proficient in the use of these media and in executing acceptable drawings in many styles. Generally, Illustrator II executes drawings that have been conceived by others and presented in the form of rough sketches. This illustrator does not exercise an extensive knowledge of the subject matter involved when preparing medical, scientific or technical equipment illustrations, but does acquire information about the subject assigned to illustrate and develop a background of subject matter knowledge through carrying out these illustrating assignments. However, the kind of illustrating work assigned does not require an extensive prior knowledge about the subjects illustrated.

**Skill Classification: Illustrator III**

**Job Description:** The projects to which the Illustrator III are assigned, usually involve several of the common art media (as in the case of Illustrator II), but the illustrations themselves typically require a higher degree of skill in the use of many of the media. This degree of skill is required for the following reasons: (a) the speed with which the illustration must be completed requires the ability to work

quickly and competently in order to produce an acceptable finished product within the available time limit. (b) The illustration calls for the use of fine detail, special artistic effects, or an unusual use of the chosen medium or; (c) The method of reproduction, how the illustration will be used, or the information or artistic results desired, calls for exceptional care and skill in the use of the medium.

The themes illustrated may be either concrete in nature or they may represent ideas and abstract concepts. The illustrations differ from those typical of Illustrator II in that they are expected to interpret the publications, chart, poster, or exhibit in which they appear, while Illustrator II presents factual, rather than interpretative material. Illustrator III is required to have knowledge of a specialized subject matter field such as medicine, science, or technical equipment, and will prepare illustrations that are designed to reproduce the appearance of specific medical or scientific specimens or of pieces of technical equipment.

**Skill Classification: Librarian**

**Job Description:** The Librarian maintains library collections of books, serial publications, and documents, audiovisual and other materials and assists groups and individuals in locating and obtaining materials, furnishes information on library activities, facilities, rules and services, explains and assists in use of reference sources, such as card or book catalog, or book and periodical indexes to locate information. This worker issues and receives materials for circulation or use in library, assembles and arranges displays of books and other library materials, maintains reference and circulation materials. The Librarian also answers correspondence on special reference subjects, may compile list of library materials according to subjects or interests, and may select, order, catalog and classify materials.

**Skill Classification: Library Aide/Clerk**

**Job Description:** The Library Aide/Clerk works under the supervision of Librarian and Library Technician at the main circulation desk following simple repetitive tasks including; issuing library cards, explaining library rules and borrowing procedures, recording information such as reports of lost or damaged items, requests for materials, and overdue materials and refers this information to Library Technician or Librarian. This Worker contacts borrowers by telephoning or issuing overdue notices, shelves books, magazines, and other materials under supervision of Library Technician or Librarian, accesses and enters limited routine information in a few screens of automated database, performs routine clerical duties such as referring callers or visitors to appropriate staff, and assists Library Technician with processing duties such as labeling and stamping and preparing materials such as posters or book lists for events.

**Skill Classification: Library Information Technology Systems Administrator**

**Job Description:** The Library Information Technology Systems Administrator administers and supports daily operational requirements of library and information computer network systems including workstation, file servers, and web servers. Duties typically involve the installation of hardware, software,

systems upgrades, network accounts, network security, and web page design, interface and updates, planning and implementing long-range automation plan, period reports, and local system design documentation. This Administrator trains staff on software applicable to their position, assists patrons with information technology, and provides instruction on computers and applications.

**Skill Classification: Library Technician**

**Job Description:** The Library Technician provides information service such as answering questions regarding card catalogs and assists in the use of bibliographic tools, such as Library of Congress catalog. The incumbent performs routine cataloging of library materials, files cards in catalog drawers according to system used, answers routine inquiries, and refers persons requiring professional assistance to Librarian. This Technician verifies bibliographic information on order requests, works or directs workers in maintenance of stacks or in section of department or division with tasks such as ordering or receiving section of acquisitions department, card preparation activities in catalog department, or limited loan or reserve desk operation of circulation department.

**Skill Classification: Media Specialist I**

**Job Description:** The Media Specialist I maintains library of media (tapes, cassettes and microfiche), which presents few difficult data processing problems (e.g. damaged media or misplaced media). In response to data processing problems, this person applies data processing or corrective procedures, refers problems which do not have preplanned procedures, and works under general supervision of the higher-level Media Specialists.

**Skill Classification: Media Specialist II**

**Job Description:** This Specialist maintains a range of media (tapes, cassettes and microfiche). In addition to maintaining the media library and resolving common data processing problems, the incumbent diagnoses and acts on media errors not fully covered by existing procedures and guidelines (e.g., tape, disposition or making mechanical adjustments to maintain or restore media equipment). In response to media error reports, this Worker may deviate from standard procedures if standard procedures do not provide a solution and refers still-unresolved problems to Media Specialist III.

**Skill Classification: Media Specialist III**

**Job Description:** The Media Specialist III adapts to a variety of nonstandard problems that require extensive specialist assistance (e.g., expiration date on media, media internally labeled incorrectly or frequent introduction of new media technology). In response to media error conditions, this Worker chooses or devises a course of action from among processing tanks and dryer, around polished drum, and onto take-up reel. The specialist turns valves to fill tanks with premixed solutions such as developer, dyes, stop-baths, fixers, bleaches, and washes, moves thermostatic control to keep steam-heated drum at specified temperature, and splices sensitized paper to leaders using tape. The specialist then starts machine and throws switches to synchronize drive speeds of processing and drying units, compares processed prints with color standard,

reports variations to control department, adds specified amount of chemicals to renew solutions, and maintains production records.

**Skill Classification: Photographer I**

**Job Description:** The Photographer I takes routine pictures in situations where several shots can be taken. This Photographer uses standard still cameras for pictures lacking complications, such as speed, motion, color contrast, or lighting. Photographs are taken for identification, employee publications, information, or publicity purposes. Workers must be able to focus, center, and provide simple flash-type lighting for an uncomplicated photograph. Typical subjects are employees who are photographed for identification, award ceremonies, interviews, banquets or meetings; or external views of machinery, supplies, equipment, building, damaged shipments, or other subjects photographed to record conditions. Assignments usually are performed without direct guidance due to the clear and simple nature of the desired photograph.

**Skill Classification: Photographer II**

**Job Description:** This Photographer uses standard still cameras, commonly available lighting equipment and related techniques to take photographs, which involve limited problems of speed, motion, color contrast, or lighting. Typically, the subjects photographed are similar to those at Level I, but the technical aspects require more skill. Based on clear-cut objectives, this Worker determines shutter speeds, lens settings and filters, camera angles, exposure times, and type of film. This position requires familiarity with the situation gained from similar past experience to arrange for specific emphasis, balanced lighting, and correction for distortion, etc., as needed. The Photographer II may use 16mm or 35mm motion picture cameras for simple shots such as moving equipment or individuals at work or meetings, where available or simple artificial lighting is used. Ordinarily, there is opportunity for repeated shots or for retakes if the original exposure is unsatisfactory. This Photographer consults with supervisor or photographers that are more experienced when problems are anticipated.

**Skill Classification: Photographer III**

**Job Description:** The Photographer III selects from a range of standard photographic equipment for assignments demanding exact renditions, normally without opportunity for later retakes, when there are specific problems or uncertainties concerning lighting, exposure time, color, artistry, etc. Job tasks require this worker to discuss technical requirements with operating officials or supervisor and customize treatment for each situation according to a detailed request, vary camera processes and techniques, and use the setting and background to produce esthetics, as well as accurate and informative pictures. Typically, standard equipment is used at this level, although "specialized" photography can be performed using some special-purpose equipment under closer supervision.

In typical assignments, the Photographer III photographs the following:

- (1) drawings, charts, maps, textiles, etc., requiring accurate computation of reduction ratios and exposure times and precise equipment adjustments;

- (2) tissue specimens in fine detail and exact color when color and condition of the tissue may deteriorate rapidly;
- (3) medical or surgical procedures or conditions which normally cannot be recaptured;
- (4) machine or motor parts to show wear or corrosion in minute wires or gears;
- (5) specialized real estate, goods and products for catalogs or listings when salability is enhanced by the photography;
- (6) work, construction sites, or patrons in prescribed detail to substantiate legal claims, contracts, etc.;
- (7) artistic or technical design layouts requiring precise equipment settings; and
- (8) fixed objects on the ground or air-to-air objects which must be captured quickly and require directing the pilot to get the correct angle of approach. This person works independently; solves most problems through consultations with more experienced photographers, if available, or through reference sources.

**Skill Classification: Photographer IV**

**Job Description:** The Photographer IV uses special-purpose cameras and related equipment for assignments in which the photographer usually makes all the technical decisions, although the objective of the pictures is determined by operating officials. This worker conceives and plans the technical photographic effects desired by operating officials and discusses modifications and improvements to their original ideas in light of the potential and limits of the equipment, improvises photographic methods and techniques or selects and alters secondary photographic features (e.g., scenes, backgrounds, colors, lighting). Many assignments afford only one opportunity to photograph the subject. Typical examples of equipment used at this level include ultra-high speed, motion picture production, studio television, animation cameras, specialized still and graphic cameras, electronic timing and triggering devices, etc.

Some assignments are characterized by extremes in light values and the use of complicated equipment. This photographer sets up precise photographic measurement and control equipment; uses high speed color photography, synchronized stroboscopic (interval) light sources, and/or timed electronic triggering; operates equipment from a remote point; or arranges and uses cameras operating at several thousand frames per second. In other assignments, selects and sets up motion picture or television cameras and accessories and shoots a part of a production or a sequence of scenes, or takes special scenes to be used for background or special effects in the production. This person works under guidelines and requirements of the subject-matter area to be photographed, and consults with supervisors only when dealing with highly unusual problems or altering existing equipment.

**Skill Classification: Photographer V**

**Job Description:** As a top technical expert, the Photographer V exercises imagination and creative ability in response to photography situations requiring novel and unprecedented treatment. This worker typically performs one or more of the following assignments:

- (1) develops and adapts photographic equipment or processes to meet new and unprecedented situations, e.g. works with engineers and physicists to develop and modify equipment for use in extreme conditions such as excessive heat or cold, radiation, high altitude, under water, wind and pressure tunnels, or explosions;
- (2) plans and organizes the overall technical photographic coverage for a variety of events and developments in phases of a scientific, industrial, medical, or research project; or
- (3) creates desired illusions or emotional effects by developing trick or special effects photography for novel situations requiring a high degree of ingenuity and imaginative camera work to heighten, simulate, or alter reality.

The Photographer V Independently develops, plans, and organizes the overall technical photographic aspects of assignments in collaboration with operating officials who are responsible for project substance. This worker uses imagination and creative ability to implement objectives within the capabilities and limitations of cameras and equipment, may exercise limited control over the substance of events to be photographed by staging actions, suggesting behavior of the principals, and rehearsing activities before photographs are taken.

**Skill Classification: Video Teleconference Technician**

**Job Description:** The Video Teleconference Technician operates video teleconferencing equipment including powering up teleconferencing equipment, checking equipment for proper operation, setting audio levels, positioning camera functions, performing secure or non-secure setup; operate or assist in operating session control panel, studio control unit, and high-resolution graphics. Job tasks require this technician to provide assistance to users in conducting video teleconference sessions, which may include conference preparation, and monitor VTC equipment and system performance, reporting equipment and network problems to appropriate parties for maintenance or repair. The Video Teleconference Technician's responsibilities may include operation of briefing computers, projectors or other audiovisual equipment in conjunction with video teleconferencing services; may include scheduling video teleconferencing sessions, training personnel in operation of video teleconferencing equipment, and other audiovisual equipment associated with video teleconferencing services.

**Skill Classification: Computer-Based Training Instructor**

**Job Description:** The Computer Based Training Specialist works with courseware production team to design, develop, revise and validate interactive computer

based courseware. This specialist uses specialized computer software and/or hardware to develop, integrate and edit instructional text, audio, graphics, animation and video for interactive presentations. This person also uses appropriate programming/branching logic and screen layout and remediation/feedback techniques. The Worker also implements quality control and review and revision procedures throughout the courseware development process.

**Skill Classification: Educational Technologist**

**Job Description:** Identifies and/or develops instructional materials and products to support educational needs. Assists in the technology-based redesign of standard courses. Assists faculty in learning about, becoming proficient in, and applying instructional technology.

**Skill Classification: Technical Instructor**

**Job Description:** Develops and conducts programs to train employees or customers of industrial or commercial establishment in installation, programming, safety, maintenance, and repair of machinery and equipment, such as robots, programmable controllers, and robot controllers, following manuals, specifications, blueprints, and schematics, and using hand tools, measuring instruments, and testing equipment: Confers with management and staff or TTC to determine training objectives.

**Skill Classification: Technical Instructor/Course Developer**

**Job Description:** Writes training program, including outline, text, handouts, and tests, and designs laboratory exercises, applying knowledge of electronics, mechanics, hydraulics, pneumatics, and programming, and following machine, equipment, and tooling manuals.

**Classification: Graphic Artist**

**Job Description:** The Graphic Artist works with the courseware production team to design and develop graphic/visual effects used in courseware material. This position requires the use of specialized computer software to develop high quality computer illustrations, technical drawings, and animations supporting various media used within the training curriculum. The Graphic Artist is capable of using specialized hardware and/or software for video/audio capture and editing of multimedia presentations, incorporates principles of layout design throughout the courseware production process, and is responsible for quality control, review and revision of all aspects of graphics development.

**Classification: Test Proctor**

**Job Description:** The Test Proctor administers safeguards and physically controls a wide variety of tests. This worker may arrange for testing rooms and facilities, and become thoroughly familiar with the Examiner's Manual for the test(s) prior to testing. The Test Proctor issues all materials required for test administration, positively identifies all test takers, observes examinees during the test, conducts a page check of each examination prior to and following administration, may compile student assessment reports, and administer makeup tests in accordance



with agency or contractual requirements. Testing materials are controlled items and are handled, stocked, safeguarded, inventoried, and administered in strict compliance with applicable regulations.

### **SIN - 736-5: Technical and Professional Services**

#### Education Equivalency for Degrees:

2 years per year of education with degree

1 year per year of education without degree

Level I – 0 - 4 years professional experience, Bachelor's Degree or equivalent additional experience.

Level II – 4 - 14 years professional experience, Bachelor's Degree or equivalent additional experience.

Level III – 15+ years professional experience, Bachelor's Degree or equivalent additional experience.

#### **Classification: Accountant (I-III)**

**Job Description:** This is a professional position providing support to Senior Accountants, CPAs, or other senior accounting/financial administrators, managers, or technical specialists. May perform a broad scope of professional accounting or financial activities that require professional knowledge/experience and application of accounting principles and practices. May provide a wide range of detailed/complex accounting functions or advisory functions in accord with established accounting principles, policies, and objectives. Typical duties include, but are not limited to:

- Prepares standard or non-standard accounting reports and statements, cost/financial analyses, forecasts, or projections.
- Interprets data and identifies trends or deviations from standards.
- Identifies managers' needs for accounting information and revises or refines account structures accordingly.
- Provides solutions to problems of more junior accounting staff and recommends to management changes in accounting systems, methods, or procedures.
- Prepares and maintains detailed and complex accounting journals, ledgers, reports, and results of analyses and studies.
- Routinely monitors compliance with generally accepted accounting principles and government regulations.

#### **Classification: Accounting Technician**

**Job Description:** Supports Accountants of large companies and government agencies with creating financial reports, auditing internally, and tracking financial transactions. It is important for the accounting technician to have an accurate eye for detail in the numerical entries, college education in relevant

fields are strongly preferred. Specific activities vary according to the role, but common tasks include:

- assisting with the preparation of accounts;
- managing staff payroll;
- receiving and settling invoices;
- dealing with basic bookkeeping;
- auditing external and internal work;
- looking after all financial transactions, budgets and payroll;
- monitoring staff and company expenses;
- controlling budgets;
- accounting for resources;
- liaising with other professionals in the field;
- writing reports.

**Classification: Analyst (I-III)**

**Job Description:** This is a professional position with many specializations, focused in examining and analyzing records and practices, primarily for the purpose of comparing actual performance, and assuring compliance, to a regulation, guideline, contract specification, policy, accepted professional principles/practices, or other form of "standard". The subject matter of the audit usually has accounting and/or financial background, but could originate from a technical or operational professional background as well, such as worker health and safety, operational safety, human resource requirements, or any business function not specifically excluded. A few examples of Analyst tasks are:

- Collect and analyze data to detect deficient controls, duplicated effort, extravagance, fraud, or non-compliance.
- Prepare detailed reports and present to management for auditing purposes.
- Make recommendations on data analyzed to Management.
- Conduct pre-implementation audits to determine if systems and programs under development will work as planned to meet design requirements.
- Examine and evaluate financial and information systems and recommend controls to enhance system reliability and data integrity.

**Classification: Archeological Technician I**

**Job Description:** Under the direct supervision of archaeological crew chiefs and under the general supervision of field director/project, the Archeological Technician I performs unskilled and semi-skilled tasks at archaeological field sites. This person assists crew chief in activities associated with the excavation of project areas and found features, walks over project searching for archaeological materials such as historic and prehistoric remains, excavates, screens, back-fills excavated areas, assists in preparation of sketch maps and forms, and field photography, conducts simple surveys using compass,

topographical map and aerial photographs. This worker determines the exact locations of sites and marks them on maps and/or aerial photographs, records information on archeological site survey form and prepares simple reports, and cleans, packages, and labels artifacts recovered from inventories and excavations and assists in the flotation of soil samples.

**Classification: Archeological Technician II**

**Job Description:** Under the general supervision of field director/project, this archaeologist, performs skilled tasks, conducts hand excavations, completes plan and profile maps of excavated units, and completes standard feature and level forms, screens soils to recover artifacts. This technician performs flotation of soil samples, walk over, and shovel testing, catalogs, packages and labels archaeological artifacts, maintains field equipment and supplies, and conducts inventories of cultural resources in areas of proposed projects. This incumbent researches reference material such as state and national register files, historic documents, archeological reports, maps and aerial photos, and interviews source individuals concerning project areas, performs on-the-ground area searches for surface and subsurface evidence of historic and prehistoric archeological remains.

This technician identifies and records historic and prehistoric cultural resource sites prepares Archeological Reconnaissance Reports (AARF's) and maps, and ensures that archeology work assignments are carried out in safe, timely manner according to established standards and procedures. This technician maintains the Archeological Reconnaissance schedule by estimating and reporting and expected time of completion of each project and updating the project planning board, reviews work in progress to see that standards for pre-field research, survey design, site recording, graphics and final report are being met, and advises other employees on methods of cultural resource inventory. This worker also provides written instructions, research materials and supplies to all involved in planning and operation of natural resource activities.

**Classification: Archeological Technician III**

**Job Description:** This incumbent serves as lead archeological technician, under the general supervision of field directory/project archaeologist, and performs skilled tasks at archaeological field sites; conducts hand excavations, completes plan and profile maps of excavated units, and completes standard feature and level forms, screens soils to recover artifacts. This technician performs flotation of soil samples and shovel testing, packages and labels archaeological artifacts, and maintains field equipment and supplies.

This technician conducts inventories of forest cultural resources in areas of proposed forest service projects, researches reference materials such as state and national register files, historic documents, and archeological remains. Identifies and records historic and prehistoric cultural resource sites, and prepares Archeological Reconnaissance Reports (AAR's) and maps. The incumbent ensures that archeology work assignments are executed in a safe, timely manner according to established standards and procedures, maintains the Archeological Reconnaissance schedule by estimating and reporting an expected time of completion of each project. This worker updates the project

planning board, and reviews work in progress to see that standards for pre-field research, survey design, site recording, graphics and final report are being met. This technician advises other employees on methods of cultural resource inventory, provides written instructions, research materials and supplies to all involved in planning and operation of natural resource activities, and provides site recording and implements field data strategies. This technician also provides leadership to at least three lower graded Archeological Aids or Technicians. Leadership responsibilities are regular and recurring and occupy about 25 percent of the work time. As crew leader, this technician assures the work assignments of employees are carried out, assigns tasks, monitors status, and assures timely accomplishment of workload, instructs employees in special tasks and job techniques, checks work in progress and amends or rejects work not meeting established standards, and reports employee performance, progress, etc., to supervisor.

**Classification: Auditor (I-III)**

**Job Description:** Accountant/Accounting background professional, responsible mainly for verifying a person or company's financial records. He/she conducts research, check bookkeeping and analyze records to determine if a company's records are accurate with its declared present financial situation. Typically supports a senior auditing manager or works with a team of specialists, but may work independently to conduct audits of a broad nature. A few examples of Auditing Specialist tasks are:

- Audit payroll and personnel records to determine unemployment insurance premiums, workers' compensation coverage, liabilities, and compliance with tax laws.
- Collect and compare data to detect deficient controls, duplicated effort, extravagance, fraud, or non-compliance.
- Prepare detailed reports and present to management audit results and recommendations for improvement.
- Conduct pre-implementation audits to determine if systems and programs under development will work as planned to meet design requirements.

**Classification: Biomedical Equipment Technician**

**Job Description:** is a highly skilled electromechanical technologist that ensures that medical equipment is safe, functional and properly configured. They are employed by hospitals, clinics, private sector, and the military. These persons install, inspect, maintain, repair, calibrate, modify and design biomedical equipment and support systems to adhere to medical standard guidelines. Biomedics are involved in the total management of healthcare technology beyond repairs and scheduled maintenance; such as, capital asset planning, project management, budgeting and personnel management, designing interfaces and integrating medical systems, training end-users to utilize medical technology, and evaluating new devices for acquisition. BMETs educate and advise staff and other agencies on theory of operation, physiological principles,

and safe clinical application of biomedical equipment maintaining the facility's patient care and medical staff equipment.

**Classification: Cartographic Technician**

**Job Description:** This incumbent provides technical assistance to professional Cartographers in connection with the construction or revision of maps and charts. Work involves the solution of technical problems that require primarily the application of a practical knowledge of the methods and techniques by which maps and charts are constructed. The Cartographic Technician performs any, or a combination of duties such as: collecting, evaluating and selecting source materials, compiling information from source materials and developing a plan for using the information in accordance with product specifications. Duties could involve obtaining reliable measurements of earth's surface features such as elevations and distances from photographs by using photogram metric techniques and equipment, using drafting tools and automated equipment to make maps and charts, assembling aerial photographs into mosaics, and reviewing and editing map and chart manuscripts.

**Classification: Civil Engineering Technician**

**Job Description:** Assists engineer in application of principles, methods, and techniques of civil engineering technology: Reviews project specifications and confers with engineer concerning assistance required, such as plan preparation, acceptance testing and evaluation of field conditions, design changes, and reports. Conducts materials testing and analysis, using tools and equipment and applying engineering knowledge necessary to conduct tests. Prepares reports detailing tests conducted and results. Surveys project sites to obtain and analyze topographical details of sites, using maps and surveying equipment. Drafts detailed dimensional drawings, such as those needed for highway plans, structural steel fabrication, and water control projects. Calculates dimensions, profile specifications, and quantities of materials such as steel, concrete, and asphalt, using calculator.

**Classification: Contract Administrator**

**Job Description:** This is a professional position involving support to contracting officers, contract managers, and other senior contracting professionals. May involve individual or team efforts. Contract Administrator may perform a broad range of contract actions, analysis, review, coordination, and other responsibilities associated with bidding, awarding and documenting, administering and evaluating contracts for goods or services. Examples of duties include:

- Coordinate and maintains contracts.
- Monitor and review contract performance and compliance with terms.
- Prepare contract modifications.
- Participate in and support contract negotiations.
- Review and evaluate contract disputes.
- Coordinate with other contracts professionals within and across agencies.

- Interact with legal, audit, or other representatives to assure consistent interpretation of contract requirements.

Assist in compiling and preparing bid documents, bidders lists, inquiry preparations, requests for bids/quotes, contract awards, etc.

**Classification: Senior Contract Administrator**

**Job Description:** Seasoned professional with all the experience requirements of a Contract Administrator, in addition, the ability to supervise and manage other Contract Administrators, extensive experience with large purchasing requirements.

**Classification: Contract Specialist**

**Job Description:** Negotiates with suppliers to draw up procurement contracts: Negotiates, administers, extends, terminates, and renegotiates contracts. Formulates and coordinates procurement proposals. Directs and coordinates activities of workers engaged in formulating bid proposals. Evaluates or monitors contract performance to determine necessity for amendments or extensions of contracts, and compliance to contractual obligations. Approves or rejects requests for deviations from contract specifications and delivery schedules. Arbitrates claims or complaints occurring in performance of contracts. Analyzes price proposals, financial reports, and other data to determine reasonableness of prices. May negotiate collective bargaining agreements. May serve as liaison officer to ensure fulfillment of obligations by contractors.

**Classification: Drafter/CAD Operator I**

**Job Description:** This operator prepares drawings or computer models of simple, easily visualized structures, systems, parts or equipment from sketches or marked-up prints, selects appropriate templates/computer programs or uses a compass and other equipment needed to complete assignments. Drawings and models fit familiar patterns and present few technical problems. Supervisor provides detailed instructions on new assignments, gives guidance when questions arise, and reviews completed work for accuracy. Typical assignments include:

- a. Revisions to the original drawings of a plumbing system by increasing pipe diameters.
- b. Drawing from sketches, the building floor plans, determining size, spacing and arrangement of freehand lettering according to scale.
- c. Drawing simple land profiles from predetermined structural dimensions and reduced survey notes.
- d. Tracing river basin maps and enters symbols to denote stream sampling locations, municipal and industrial waste discharges, and water supplies.
- e. Preparing a computer model of a room, building, structure from data, prints, photos.

**Classification: Drafter/CAD Operator II**

**Job Description:** This operator prepares various drawings computer models of such units as construction projects or parts and assemblies, including various views, sectional profiles, irregular or reverse curves, hidden lines, and small or intricate details. Work requires use of most of the conventional drafting and CAD

techniques and a working knowledge of the terms and procedures of the occupation. The Draft/CAD Operator II makes arithmetic computations using standard formulas. Familiar or recurring work is assigned in general terms. Unfamiliar assignments include information on methods, procedures, sources of information, and precedents to follow. Simple revisions to existing drawings or computer models may be assigned with a verbal explanation of the desired results. More complex revisions are produced from sketches, computer models or specifications that clearly depict the desired product.

Typical assignments include:

- a. Preparing several views of a simple gear system from a layout and manual references and obtaining dimensions and tolerances from manuals and by measuring the layout.
- b. Preparing and revising detail and design drawings for such projects as the construction and installation of electrical or electronic equipment, plant wiring, and the manufacture and assembly of printed circuit boards. Drawings typically include details of mountings, frames, guards, or other accessories; conduit layouts; or wiring diagrams indicating transformer sizes, conduit locations and mountings.
- c. Drawing base and elevation views, sections, and details of new bridges or other structures, revising complete sets of roadway drawings for highway construction projects, or preparing block maps, indicating water and sewage line locations.

**Classification: Drafter/CAD Operator III**

**Job Description:** This operator prepares complete sets of complex drawings or computer models that include multiple views, detail drawings, and assembly drawings. Drawings or models include complex design features that require considerable drafting skill to visualize and portray. Assignments regularly require the use of mathematical formulas to draw land contours or to compute weights, center of gravity, load capacities, dimensions, quantities of material, etc. The Draft/CAD Operator works from sketches, computer models, and verbal information supplied by an engineer, architect, or designer to determine the most appropriate views, detail drawings, and supplementary information needed to complete assignments. This operator selects required information from computer programs, and internet sites, precedents, manufacturers' catalogs, and technical guides. This operator independently resolves most of the problems encountered. Supervisor or design originator may suggest methods of approach or provide advice on unusually difficult problems. Typical assignments include:

- a. Prepares complete sets of drawings of test equipment to be manufactured from layouts, models, or sketches. Several cross-sectional and subassembly drawings are required. From information supplied by the design originator and from technical handbooks and manuals, this operator describes dimensions, tolerances, fits, fabrication techniques, and standard parts to use in manufacturing the equipment.

- b. From electronic schematics, information as to maximum size, and manuals giving dimensions of standard parts, determines the arrangement and prepares drawing of printed circuit boards.
- c. From precedents, drafting standards, and established practices, prepares final construction drawings for floodgates, navigation locks, dams, bridges, culverts, levees, channel excavations, dikes and berms, prepares boring profiles, typical cross-sections, and land profiles; and delineates related topographical details as required.
- d. Prepares final drawings for street paving and widening or for water and sewer lines having complex trunk lines; reduces field notes and calculates true grades. From engineering designs, lays out plan, profile and detail appurtenances required; and notifies supervisor of conflicting details in design.

Excludes drafter-performing work of similar difficulty to that described at this level but who provides support for a variety of organizations that have widely differing functions or requirements.

**Classification: Drafter/CAD Operator IV**

**Job Description:** This operator works closely with design originators, preparing drawings or computer models of unusual, complex, or original designs that require a high degree of precision, performs unusually difficult assignments requiring considerable initiative, resourcefulness, and drafting expertise. This incumbent assures that anticipated problems in manufacture, assembly, installation, and operation are resolved by the drawing produced, exercises independent judgment in selecting and interpreting data based on knowledge of the design intent. Although working primarily as a drafter, this worker may occasionally interpret general designs prepared by others to complete minor details, may provide advice and guidance to lower level drafters or serve as coordinator and planner for large and complex drafting projects.

**Classification: Engineer (I-III)**

**Job Description:** This is a professional position involving engineering and technical support for design, development, fabrication, installation, analysis, testing, and evaluation of systems. It includes: traditional engineering specialties such as mechanical, electrical, electronic, and civil engineering; environmental engineering specialties, such as geotechnical and hydrological engineering; and other engineering and technical specialty areas, such as industrial engineering, human factors engineering (ergonomics), heat transfer, fluid mechanics, system safety engineering, etc. The engineering specialist usually has experience and knowledge in a relatively narrow area, and works in support of or as a part of a major project team, but may also be responsible for a total project of more moderate scope.

**Skill Classification: Engineering Technician I**

**Job Description:** This technician performs simple routine tasks under close supervision or from detailed procedures. Work is checked in progress or on completions. This person performs one or a combination of such typical duties as,



assembling or installing equipment or parts requiring simple wiring, soldering or connecting, performing simple or routine tasks or tests such as tensile or hardness tests, operating and adjusting simple test equipment, records test data, gathering and maintaining specified records of engineering data such as tests, drawings, etc. Performs computations by substituting numbers in specified formulas plotting data and draws simple curves and graphs.

**Skill Classification: Engineering Technician II**

**Job Description:** Performs standardized or prescribed assignments involving a sequence of related operations. Follows standard work methods on recurring assignments but receives explicit instructions on unfamiliar assignments; technical adequacy of routine work is reviewed on completion; non-routine work may also be reviewed in progress. Performs at this level one or a combination of such typical duties as: Following specific instructions, assembles or constructs simple or standard equipment or parts; may service or repair simple instruments or equipment. Conducts a variety of tests using established methods. Prepares test specimens, adjusts and operates equipment, and records test data, pointing out deviations resulting from equipment malfunction or observational errors. Extracts engineering data from various prescribed but non-standardized sources; processes the data following well-defined methods including elementary algebra and geometry; presents the data in prescribed form.

**Skill Classification: Engineering Technician III**

**Job Description:** Performs assignments that are not completely standardized or prescribed. Selects or adapts standard procedures or equipment, using fully applicable precedents. Receives initial instructions, equipment requirements, and advice from supervisor or engineer as needed; performs recurring work independently; work is reviewed for technical adequacy or conformity with instructions. Performs at this level one or a combination of such typical duties as: Constructs components, subunits, or simple models or adapts standard equipment. May troubleshoot and correct malfunctions. Follows specific layout and scientific diagrams to construct and package simple devices and subunits of equipment. Conducts various tests or experiments which may require minor modifications in test setups or procedures as well as subjective judgments in measurement; selects, sets up, and operates standard test equipment and records test data. Extracts and compiles a variety of engineering data from field notes, manuals, lab reports, etc.; processes data, identifying errors or inconsistencies; selects methods of data presentation. Assists in design modification by compiling data related to design, specifications, and materials which are pertinent to specific items of equipment or component parts. Develops information concerning previous operational failures and modifications. Uses judgment and initiative to recognize inconsistencies or gaps in data and seek sources to clarify information.

**Skill Classification: Engineering Technician IV**

**Job Description:** Performs non-routine assignments of substantial variety and complexity, using operational precedents which are not fully applicable. Such assignments, which are typically parts of broader assignments, are screened to

eliminate unusual design problems. May also plan such assignments. Receives technical advice from supervisor or engineer; work is reviewed for technical adequacy (or conformity with instructions). May be assisted by lower level technicians and have frequent contact with professionals and others within the establishment. Performs at this level one or a combination of such typical duties as:

Develops or reviews designs by extracting and analyzing a variety of engineering data. Applies conventional engineering practices to develop, prepare, or recommend schematics, designs, specifications, electrical drawings and parts lists. Examples of designs include: detailed circuit diagrams; hardware fittings or test equipment involving a variety of mechanisms; conventional piping systems; and building site layouts.

Conducts tests or experiments requiring selection and adaptation or modification of a wide variety of critical test equipment and test procedures; sets up and operates equipment; records data, measures and records problems of significant complexity that sometimes require resolution at a higher level; and analyzes data and prepares test reports.

Applies methods outlined by others to limited segments of research and development projects; constructs experimental or prototype models to meet engineering requirements; conducts tests or experiments and redesigns as necessary; and records and evaluates data and reports findings.

#### **Skill Classification: Engineering Technician V**

**Job Description:** Performs non-routine and complex assignments involving responsibility for planning and conducting a complete project of relatively limited scope or a portion of a larger and more diverse project. Selects and adapts plans, techniques, designs, or layouts. Contacts personnel in related activities to resolve problems and coordinate the work; reviews, analyzes, and integrates the technical work of others. Supervisor or professional engineer outlines objectives, requirements, and design approaches; completed work is reviewed for technical adequacy and satisfaction of requirements. May train and be assisted by lower level technicians. Performs at this level one or a combination of such typical duties as: Designs, develops, and constructs major units, devices, or equipment; conducts tests or experiments; Analyzes results and redesigns or modifies equipment to improve performance; and reports results. From general guidelines and specifications (e.g., size or weight requirements), develops designs for equipment without critical performance requirements which are difficult to satisfy such as engine parts, research instruments, or special purpose circuitry. Analyzes technical data to determine applicability to design problems; selects from several possible design layouts; calculates design data; and prepares layouts, detailed specifications, parts lists, estimates, procedures, etc. May check and analyze drawings or equipment to determine adequacy of drawings and design.

Plans or assists in planning tests to evaluate equipment performance. Determines test requirements, equipment modification, and test procedures; conducts tests using all types of instruments; analyzes and evaluates test results, and prepares reports on findings and recommendations.

**Skill Classification: Engineering Technician VI**

**Job Description:** Independently plans and accomplishes complete projects or studies of broad scope and complexity. Or serves as an expert in a narrow aspect of a particular field of engineering, e.g., environmental factors affecting electronic engineering. Complexity of assignments typically requires considerable creativity and judgment to devise approaches to accomplish work, resolve design and operational problems, and make decisions in situations where standard engineering methods, procedures, and techniques may not be applicable. Supervisor or professional engineer provides advice on unusual or controversial problems or policy matters; completed work is reviewed for compliance with overall project objectives. May supervise or train and be assisted by lower level technicians. Performs, at this level, one or a combination of such typical duties as:

Prepares designs and specifications for various complex equipment or systems (e.g., a heating system in an office building, or new electronic components such as solid state devices for instrumentation equipment).

Plans approach to solve design problems; conceives and recommends new design techniques; resolves design problems with contract personnel, and assures compatibility of design with other parts of the system.

Designs and coordinates test set ups and experiments to prove or disprove the feasibility of preliminary design; uses untried and untested measurement techniques; and improves the performance of the equipment. May advise equipment users on redesign to solve unique operational deficiencies.

Plans approach and conducts various experiments to develop equipment or systems characterized by (a) difficult performance requirements because of conflicting attributes such as versatility, size, and ease of operation; or (b) unusual combination of techniques or components. Arranges for fabrication of pilot models and determines test procedures and design of special test equipment.

**Skill Classification: Environmental Technician**

**Job Description:** Conducts tests and field investigations to obtain data for use by environmental, engineering and scientific personnel in determining sources and methods of controlling pollutants in air, water, and soil, utilizing knowledge of agriculture, chemistry, meteorology, and engineering principles and applied technologies. Conducts chemical and physical laboratory and field tests according to prescribed standards to determine characteristics or composition of solid, liquid, or gaseous materials and substances, using pH meter, chemicals, autoclaves, centrifuge spectrophotometer, microscope, analytical instrumentation, and chemical laboratory equipment. Collects samples of gases from smokestacks, and collects other air samples and meteorological data to assist in evaluation of atmospheric pollutants. Collects water samples from streams and lakes, or raw, semi-processed or processed water, industrial waste water, or water from other sources to assess pollution problem. Collects soil, silt, or mud to determine chemical composition and nature of pollutants. Prepares sample for testing, records data, and prepares summaries and charts for review. Sets monitoring equipment to provide flow of information. Installs, operates, and performs routine maintenance on gas and fluid flow systems, chemical reaction

systems, mechanical equipment, and other test instrumentation. May operate fixed or mobile monitoring or data collection station. May conduct bacteriological or other tests related to research in environmental or pollution control activity. May collect and analyze engine exhaust emissions to determine type and amount of pollutants. May specialize in one phase or type of environmental pollution or protection and be identified according to specialty.

**Classification: Information Technology (IT) Engineer (I-III)**

**Job Description:** Typically under the direction of a IT/Network Manager, this professional will design, implement, and troubleshoot computer networks, servers, applications, and individual hardware/stations. The engineer will perform some system administration tasks, and depending on skill level will be capable of handling up to high-level network related duties such as network architecture, network design, choosing of network devices, and network policies.

Level I positions typically require certification and/or demonstrated expert knowledge of relevant operating systems. Levels 2 and 3 demand relevant certifications, with degrees in addition to the certifications preferred.

**Classification: Laboratory Technician**

**Job Description:** The Laboratory Technician (Laboratory Tester) performs laboratory tests according to prescribed standards to determine chemical and physical characteristics or composition of solid, liquid, or gaseous materials and substances for purposes such as quality control, process control, product development, or determining conformity to specifications. This incumbent sets up and adjusts laboratory apparatus, and operates grinders, agitators, centrifuges, ovens, condensers, and vibrating screens to prepare material for testing according to established laboratory procedure. This worker performs physical tests on samples of cement or raw materials and controls quality of materials and mix during manufacturing process.

Work involves running tests of the following: raw materials, such as aggregate, limestone, and sand, for such qualities as permeability, load-bearing capacity, or cohesiveness; dry and liquid substances used as ingredients in adhesives, propellants, lubricants, refractories, synthetic rubber, paint, paper, and other compounds for purity, viscosity, density, absorption or burning rate, melting point, or flash point, using viscometer, torsion balance scale, and pH meter; solutions used in processes, such as anodizing, waterproofing, cleaning, bleaching, and pickling, for chemical strength, specific gravity, or other specifications; materials for presence and content of elements or substances, such as hydrocarbons, manganese, natural grease or impurities, tungsten, sulfur, cyanide, ash or dust, and samples of manufactured products, such as cellophane or glassware, to verify conformity with heat resistance, tensile strength, ductibility, and other specifications, and examines materials, using microscope.

The Laboratory Technician (Laboratory Tester) records test results on standard forms, writes test reports describing procedures used, and prepares graphs and charts, cleans and sterilizes laboratory apparatus, may prepare chemical solutions according to standard formulae, and may add chemicals or raw

materials to process solutions or product batches to correct deviations from specifications.

**Classification: Mathematical Technician**

**Job Description:** The Mathematical Technician applies standardized mathematical formulas, principles, and methodology to technological problems in engineering and physical sciences in relation to specific industrial and research objectives, processes, equipment, and products. They confer with professional, scientific, and engineering personnel to plan project, analyzes raw data recorded on magnetic tape, punched cards, photographic film or other media, and select most practical and accurate combination and sequence of computational methods using algebra, trigonometry, geometry, vector analysis and calculus to reduce raw data to meaningful and manageable terms.

This technician selects most economical and reliable combination of manual, mechanical, or electronic data processing methods and equipment consistent with data reduction requirements, modifies standard formulas to conform to data processing method selected, translates data into numerical values, equations, flow charts, graphs or other media, analyzes processed data to detect errors. This worker may operate card punching or sorting machines, calculators, or data processing equipment.

**Classification: Paralegal/Legal Assistant I**

**Job Description:** The Paralegal/Legal Assistant I works under close supervision with required assistance readily available. Persons in this position typically perform the following:

- a. Consult prescribed sources of information for facts relating to matters of interest to the program;
- b. Review documents to extract selected data and information relating to specific items;
- c. Review and summarize information in prescribed format on case precedent and decisions;
- d. Search and extract legal references in libraries and computer-data banks;
- e. Attend hearings or court appearances to become informed on administrative and/or court procedures and the status of cases, and where necessary, assist in the presentation of charts and other visual information.

**Classification: Paralegal/Legal Assistant II**

**Job Description:** At this level, the Paralegal/Legal Assistant II exercises more independent judgment than at the level I position. In this capacity the incumbent:

- a. Reviews case materials to become familiar with questions under consideration;

- b. Searches for and summarizes relevant articles in trade magazines, law reviews, published studies, financial reports, and similar materials for use of attorneys in the preparation of opinions, briefs, and other legal documents;
- c. Prepares digests of selected decisions or opinions which incorporate legal references and analyses of precedents involved in areas of well-defined and settled points of law;
- d. Interviews potential witnesses and prepares summary interview reports for the attorney's review;
- e. Participates in pre-trial witness conferences, notes possible deficiencies in case materials (e.g., missing documents, conflicting statements) and additional issues or other questionable matters, and requests further investigation by other agency personnel to correct possible deficiencies or personally conducts limited investigations at the pre-trial stage;
- f. Prepares and organizes trial exhibits, as required, such as statistical charts and photographic exhibits;
- g. Verifies citations and legal references on prepared legal documents;
- h. Prepares summaries of testimony and depositions;
- i. Drafts and edits non-legal memoranda, research reports and correspondence relating to cases.

**Classification: Paralegal/Legal Assistant III**

**Job Description:** At this level, the Paralegal/Legal Assistant III participates in the substantive development of cases. In this capacity, the incumbent performs the following:

- a. Analyzes and evaluates case files against litigation worthiness standards;
- b. Notes and corrects case file deficiencies (e.g., missing documents, inconsistent material, leads not investigated) before sending the case on to the concerned trial attorney;
- c. Reviews and analyzes available precedents relevant to cases under consideration for use in presenting case summaries to trial attorneys;
- d. Gathers, sorts, classifies, and interprets data to discover patterns of possible discriminatory activity;
- e. Interviews relevant personnel and potential witnesses to gather information;
- f. Reviews and analyzes relevant statistics;
- g. Performs statistical evaluations such as standard deviations, analyses of variance, means, modes, and ranges as supporting data for case litigation;
- h. Consults with statistical experts on reliability evaluations;
- i. May testify in court concerning relevant data.

**Classification: Paralegal/Legal Assistant IV**

**Job Description:** At this level, the Paralegal/Legal Assistant IV assists in the evaluation, development, and litigation of cases. In this capacity, the incumbent performs the following duties:

- a. Examines and evaluates information in case files, for case litigation worthiness and appropriate titles of law;
- b. Determines the need for additional information, independent surveys, evidence, and witnesses, and plans a comprehensive approach to obtain this information;
- c. Through on-site visits, interviews, and review of records on operations, looks for and evaluates the relevance and worth of evidence;
- d. Selects, summarizes, and compiles comparative data to examine and evaluate respondent's deficiencies in order to provide evidence of illegal practices or patterns;
- e. Reviews economic trends and forecasts at the national and regional level to evaluate the impact of successful prosecution and potential remedial provisions of ongoing investigations and litigation;
- f. Identifies types of record keeping systems and types of records maintained which would be relevant. Gathers, sorts, and interprets data from various record systems including computer information systems;
- g. Interviews potential witnesses for information and prepares witnesses for court appearances;
- h. Develops statistics and tabulations, such as standard deviations, regression analyses, and weighting, to provide leads and supportive data for case litigation. Prepares charts, graphs, and tables to illustrate results;
- i. Analyzes data, develops recommendations and justifications for the attorney(s) who will take the matter to court. Continues to work with the attorney(s) during the progress of the case, obtaining and developing further evidence and exhibits, providing administrative assistance, and maintaining custody of exhibits, documents, and files;
- j. May appear in court as a witness to testify concerning exhibits prepared supporting plaintiff's case.

**Classification: Photo-Optics Technician**

**Job Description:** The Photo-Optics Technician sets up and operates photo-optical instrumentation to record and photograph data for scientific and engineering projects, operates and calibrates photo-optical equipment according to formalized procedures, maintenance manuals, and schematic diagrams, operates test equipment and performs analysis of data for engineering and scientific personnel. The Photo-Optic Technician may install and calibrate optical and photographic data collection equipment in missiles, aircraft, weaponry, weather or communication satellites, underwater devices, or other installations, may evaluate adequacy of data obtained to determine need for future changes in instrumentation, and may modify existing equipment and

participate in planning and testing modified equipment and instrumentation procedures.

**Classification: Program Manager**

**Job Description:** Senior Manager involving supervision of several individual projects needed to accomplish the program goals. Individual will look for relationships among the individual projects and at what they are producing to understand how they are or are not helping accomplish the program goals. Typical duties include:

- Participating in all programs that deal with career development planning and performance evaluation.
- Assessing training needs and selecting training tools for team members.
- Reviewing evaluations.
- Recognizing areas for internal improvement and developing plans for implementing them.
- Complying and enforcing standard company policies and procedures.
- Lending expertise to internal teams and task forces.
- Reviewing the status reports of team members across projects and addressing issues as being appropriate.

**Classification: Project Manager (I-III)**

**Job Description:** Management level support, typically a degreed professional with over 10 years of professional supervisory experience. Thoroughly understands the requirements of the job, and typically has unique input into the project.

Areas of support will typically include:

Project Accounting  
Financial oversight and management  
Business Development  
Communication  
Leadership

Day-to-day responsibilities will typically include:

- Creating and executing project work plans and revising plans as appropriate to meet changing needs and requirements.
- Identifying resources needed and assigning individual responsibilities.
- Managing day-to-day operational aspects of a project and scope.
- Reviewing deliverables prepared by team before passing to client.
- Effectively applying methodology and enforcing project standards.
- Preparing for engagement reviews and quality assurance procedures.
- Minimizing exposure and risk on project.
- Ensuring project documents are complete, current, and stored appropriately.



**Classification: Quality Assurance Specialist (I-III)**

**Job Description:** This is a professional position providing specialized knowledge of quality control/ quality assurance principles and methods in support of procurement, engineering, financial or any of numerous government functions. Usually specializes in, and has technical knowledge and experience in, one or more functional area in addition to thorough knowledge of Quality field. Quality Assurance Specialist develops and implements quality assurance standards, processes, and controls. Develops methods for inspection, testing, sampling, and training. Collects data, performs various statistical analyses, and recommends improvements. Provides support for audits and compliance reviews. May assist in developing quality assurance policies and procedures.

**Classification: Scientist (I-IV)**

**Job Description:** Educated, degreed professional having expert knowledge on one or more sciences, especially a natural or physical science. Typically involved in research (investigative and applied) from a basic to advanced level,

Job Tasks typically include:

- planning and conducting experiments and analysing or interpreting the results;
- keeping accurate records of work undertaken;
- using specialist computer software to analyse data and to produce diagrammatic representation of results;
- teaching and supervising students (in higher education);
- writing and submitting applications and progress reports to funding bodies that support medical research (outside industry);
- discussing research progress with other departments, e.g. production and marketing (in industry);
- constantly considering the profit/loss potential of research products (in industry);
- setting up collaborations between industry, research institutes, and academia.

**NOTE:** Scientist IV – Contains all the skills of a scientist (I-III), in addition, has supervisory, engineering experience. Typically a Subject Matter Expert in a specific scientific field with unique ability and/or knowledge for a specific requirement.

**Classification: Technical Writer I**

**Job Description:** The Technical Writer I revises or writes standardized material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance of machinery and other equipment. This worker receives technical direction from supervisor or senior writer, notes or manuals containing operating procedures and details manufacturer's catalogs, drawings and other data relative to operation,

maintenance, and service of equipment. This writer may have access to blueprints, sketches, drawings, parts lists, specifications, mockups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail.

This worker organizes material and completes writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology, may maintain records and files of work and revisions, select photographs, drawings, sketches, diagrams, and charts to illustrate material, assist in laying out material for publication arrange for typing, duplication and distribution of material; may assist in writing speeches, articles, and public or employee relations releases, and may specialize in writing material regarding work methods and procedures.

**Classification: Technical Writer II**

**Job Description:** In this capacity, the Technical Writer revises or writes material that is mostly standardized for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance of machinery and other equipment. The incumbent receives assignment and technical information from a supervisor or senior writer, may be provided notes or manuals containing operating procedures and details, and may observe production, developmental or experimental activities to expand or verify the provided operating procedures and details.

This worker accesses manufacturers' catalogs, drawings and other data relative to operation, maintenance, and service of equipment, may have access to blueprints, sketches, drawings, parts lists, specifications, mockups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail. This writer organizes material and completes writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology, may maintain records and files of work and revisions, may select photographs, drawings, sketches, diagrams, and charts to illustrate material, assist in laying out material for publication, and arrange for typing, duplication and distribution of material. This writer may draft speeches, articles, and public or employee relations releases, or specialize in writing material regarding work methods and procedures.

**Classification: Technical Writer III**

**Job Description:** The Technical Writer III develops, writes, and edits material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance of machinery and other equipment, receives assignment from supervisor, observes production, developmental, and experimental activities to determine operating procedure and detail. This writer interviews production and engineering personnel and reads journals, reports, and other material to become familiar with product technologies and production methods, and reviews manufacturer's and trade catalogs, drawings and other data relative to operation, maintenance, and service of equipment.

The Technical Writer III studies blueprints, sketches, drawings, parts lists, specifications, mockups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail, organizes material and completes writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology; and reviews published materials and recommends revisions or changes in scope, format, content, and methods of reproduction and binding. This worker may perform the following tasks: maintain records and files of work and revisions, select photographs, drawings, sketches, diagrams, and charts to illustrate material; assist in laying out material for publication, arrange for typing, duplication and distribution of material, write speeches, articles, and public or employee relations releases, edit, standardize, or make changes to material prepared by other writers or plant personnel. This incumbent may specialize in writing material regarding work methods and procedures.

**Classification: Senior Technical Writer**

**Job Description:** Possesses all the skills found in a Technical Writer III, in addition, has a specific field of expertise that qualifies him as a Subject Matter Expert (SME) in the field. Writer will have unique, specialized insights into the subject matter field.